



**REQUEST FOR QUALIFICATIONS
(RFQ)**

FOR

**CASE MANAGEMENT SERVICES
AND/OR
PROPERTY RELATED TENANT SERVICES
PROGRAMS**

FISCAL YEARS 2022-2025

NOTE: This is a continuous filing RFQ with quarterly closing dates.
The first closing date is 3:00 P.M. February 10, 2022.

**COUNTY OF SACRAMENTO
DEPARTMENT OF HUMAN ASSISTANCE (DHA)
REQUEST FOR QUALIFICATIONS (RFQ)
CASE MANAGEMENT SERVICES (CMS) AND/OR PROPERTY RELATED TENANT SERVICES
(PRTS)**

Included in this RFQ:

Section I	Instructions
Section II	Overview of the Request for Qualifications
Section III	Administrative Rules and Requirements
Section IV	Proposer Qualification Requirements
	Exhibits
	1. RFQ Checklist
	2. RFQ Service Categories Check Sheet
	3. RFQ Cover Letter
	4. Proposer Statement
	5. Proposer Statement of Qualifications
	6. Budget Forms and Instructions
	7. Insurance Requirements
	8. Child Support Ordinance/Certificate of Compliance/Contractor Identification Form
	9. Nondiscrimination Clause/Statement of Compliance
	10. Debarment and Suspension Certification
	11. Five or More Employees Statement
	12. Good Neighbor Policy/Charitable Choice Policy
	13. Additional Information

I. INSTRUCTIONS

Review all sections carefully and follow all instructions in this packet. Submit Proposal package in accordance with instructions in this packet to:

Contracts Manager
Sacramento County Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

**PROPOSALS MUST BE RECEIVED AT THE ABOVE ADDRESS
NO LATER THAN 3:00 P.M. ON TUESDAY, FEBRUARY 10, 2022**

E-MAIL SUBMISSIONS WILL BE ACCEPTED

Please e-mail Proposal to **DHA-RFP-Reservations@sacounty.net**. Attachment cannot be any larger than 25MB. PDF format is preferred. E-mail MUST be received no later than the in-person submission cutoff date and time of 3:00 P.M. on February 10, 2022. You will receive an automated confirmation of e-mail receipt that will serve as your date and time stamp. If you receive an e-mail indicating that your file is too large and your e-mail was rejected, you must submit your Proposal in-person by the cutoff date and time.

**THIS IS A CONTINUOUS FILING RFQ WITH QUARTERLY CUT-OFF DATES WHICH
MUST BE MET FOR PROPOSALS TO BE CONSIDERED DURING THE FOLLOWING
QUARTER. THE FIRST CUT-OFF DATE IS FEBRUARY 10, 2022. SUBSEQUENT CUT-OFF
DATES ARE LISTED IN THE TABLE ON PAGE THREE OF THIS RFQ. YOU CAN SUBMIT
A PROPOSAL AT ANY TIME. HOWEVER, PROPOSALS MUST BE RECEIVED BY 3:00 P.M.
ON THE CUT-OFF DATE TO BE INCLUDED IN THE POOL OF CANDIDATES FOR
POTENTIAL CONTRACTS TO BE AWARDED IN THE NEW QUARTER**

LATE PACKETS WILL NOT BE ACCEPTED
POSTMARKS WILL NOT BE ACCEPTED
FAX SUBMISSIONS WILL NOT BE ACCEPTED
DELIVERY TO ANY OTHER OFFICE WILL NOT BE ACCEPTED
PACKETS THAT ARE NOT SEALED WILL NOT BE ACCEPTED

PROPOSER'S CONFERENCE

DHA will host a mandatory Proposer's Conference. It will be held on **January 26, 2022**, from **1:00 P.M. – 3:00 P.M.** via ZOOM.

The purpose of this conference is to discuss the requirements and objectives of the RFQ and to answer questions. Any questions arising from the Proposer's Conference will be answered and included in a Frequently Asked Questions (FAQ) document posted on **ha.saccounty.net** under the Community Engagements Section. The Proposer's Conference recording will be made available for future reference for all interested individuals and organizations at the same location online. All potential Proposers must have attended the Proposer's Conference or watch the recording of the Proposer's Conference and review the FAQ. These resources provide information that are vital to the success of your Proposal. Questions about this RFQ and the filing process can be sent to **DHA-RFP-Reservations@saccounty.net** at any time. All questions and responses will be listed on the FAQ. To register for the Proposer's Conference, please contact **DHA-RFP-Reservations@saccounty.net** by **5:00 P.M. on Friday, January 25, 2022**. Reservations are required to receive the ZOOM link.

71-J Provision

Some contracts may be subject to Section 71-J of the County Charter, which allows the County to contract for services that County employees perform for reasons of economy and efficiency. If the contract does not cause the displacement of County employees, the County meets and confers with any organization that represents employees who perform the type of services to be contracted, and the 71-J bidding process is followed. If any County employee is scheduled to be laid off, demoted, or involuntarily transferred to a new classification, the like position in the 71-J contract and the related dollars for that position must first be eliminated.

Initial and Quarterly Filing Cutoff Dates

Initial Filing Date	February 10, 2022
First Quarter Cutoff Date (2022, 2023 & 2024)	March 31st
Second Quarter Cutoff Date (2022, 2023 & 2024)	June 30th
Third Quarter Cutoff Date (2022, 2023 & 2024)	September 30th
Fourth Quarter Cutoff Date (2022, 2023 & 2024)	December 31st

**CASE MANAGEMENT SERVICES AND/OR PROPERTY RELATED TENANT SERVICES RFQ
TIMELINE**

DATE	ACTIVITY	CONTACT*	LOCATION
Tuesday, January 18, 2022	RFQ Released	Veronica Thorley	ha.saccounty.net
Tuesday, January 25, 2022 5:00 P.M.	Reservations for Proposer's Conference	Veronica Thorley	DHA-RFP- Reservations@saccounty.net
Wednesday, January 26, 2022 1:00 P.M.	Mandatory Proposer's Conference	Veronica Thorley Neil Kurtz Alondra Neira	Virtually via Zoom
Thursday, February 10, 2022 3:00 P.M.	Initial date and time to submit qualifications packets (Note: Refer to quarterly cut off dates on previous page for other cutoff dates.)	Veronica Thorley	1825 Bell Street, Suite 200 Sacramento, CA 95825
Tuesday, February 15, 2022 5:00 P.M.	Notice of Proposer(s) acceptance to RFQ pool and for what Service Category(ies) posted at DHA.net	Veronica Thorley	ha.saccounty.net

* Phone numbers and e-mail for contacts listed above.

Veronica Thorley	(916) 875-3525	ThorleyV@saccounty.net
Neil Kurtz	(916) 875-3719	KurtzN@saccounty.net
Alondra Neira	(916) 875-3590	NeiraA@saccounty.net

II. OVERVIEW

A. **REQUEST FOR QUALIFICATIONS SUMMARY**

This Request for Qualifications (RFQ) is issued by the Sacramento County Department of Human Assistance (DHA) seeking qualified agencies to provide Case Management (CMS) and Property Related Tenant Services (PRTS) as described in this RFQ. DHA will accept RFQ responses on a continuous basis to ensure a quick response to any current and future homeless and housing funding opportunities. While a Proposer can submit an application at any time, DHA will review Proposals on a quarterly basis and only those submitted prior to the quarterly cut-off date(s) can be reviewed for potential contracts that may be awarded in the following quarter as well as through the end of the RFQ qualifying period.

This RFQ will establish and maintain a list of qualified candidates who can implement, operate and administer services for CMS and/or PRTS services outlined in this RFQ. The term for qualifications approved through this RFQ process will conclude on June 30, 2025.

A County review and selection process will determine whether a Proposal meets qualifications and service requirements. No Proposer shall have any legal or equitable right or obligation to enter into a contract or to perform the work as a result of being deemed qualified. **This is not a promise of minimum usage but one that Proposers who meet outlined qualifications will be placed in a pool and considered for future funding/contracting opportunities.**

As funding allows, DHA intends to enter into one or more “as needed” contracts to provide the service(s) outlined below. The Proposer must identify the specific service(s) they are applying to administer utilizing the “RFQ Service Categories Check Sheet (Exhibit B),” and provide a completed Proposer Statement, and Statement of Qualifications, and other qualifying information for each Service Category selected.

B. **FUNDING**

Funding for services sought through this RFQ process is subject to the availability of County funds. These funds may be renewable annually, depending on the availability of funds and successful performance of contractual obligations. Based on programmatic needs, contracts may be limited to a partial year of services or a specified service period.

Contractors should not rely on program funding for purposes of organizational planning. Contingent on DHA’s evaluation of program performance toward County objectives, and approval of ongoing funding by the Board of Supervisors, awarded contracts may be renewed for up to two additional fiscal years. Approval of the request for additional funds and contract term is at the discretion of the Board of Supervisors.

C. **BACKGROUND**

According to the most recent 2019 Homeless Point-in-Time Count, more than 5,500 individuals experience homelessness in Sacramento County, on any given night. Of those approximately 70% (3,900 individuals) experience unsheltered homelessness. This represents a 19% increase in homelessness in the County since 2017.

Rising rents and limited access to affordable housing have generated a rent burdened community with increased stays of homelessness for many unsheltered residents. According to the California Housing Partnership Corporation, 55,578 low-income renter households in the County do not have access to an affordable home. Through increased investments and a strategic coordination of resources, the County will support unsheltered residents and those currently at-risk of homelessness with resources that result in less time spent on the streets, shorter shelter stays, successful exits to housing, and overall reductions in unsheltered homelessness.

In recent years, new funding has become available from a variety of sources, including one-time funding allocations from federal and state governmental agencies to help reduce unsheltered homelessness. As these and other sources of funding become available, DHA will collaborate with organizations qualified through this RFQ process, to provide services in the following two service areas: Case Management Services (CMS) and Property Related Tenant Services (PRTS). Organizations can share their interest and qualifications for both service categories.

D. PROPOSER QUALIFICATIONS

This RFQ is open to non-profit agencies and community agencies that can design, implement, and deliver CMS and/or PRTS services. Proposers must demonstrate that their agency has the operational and financial capacity to deliver CMS and/or PRTS services as described through this RFQ. If Proposers identify interest in providing both CMS and PRTS services, Proposers must demonstrate that their agency has the operational and financial capacity to deliver both services independently which would consist of separate staffing, budgets, and programmatic components. Successful Proposers must have the resources necessary to begin activities named in the scope of services within one month of execution of the contract.

KEY QUALIFICATIONS AND STAFFING LEVELS

Successful Proposers will maintain an adequate number of experienced staff to perform the required program service components consistent with the Core Program Principles (detailed below). Agencies must ensure that program managers and staff have the necessary experience and training to provide quality services throughout the term of the contract. At minimum, the Proposer must demonstrate the following organizational capacity:

- At least three years of experience in the last ten years implementing a similar program or service.
- Knowledge of how to serve highly vulnerable populations, evidenced by prior or current operation of a successful program serving vulnerable populations or providing similar services.
- The resources and expertise to meet all administrative and fiscal requirements. This includes the Proposer's fiscal, technological, management, and administrative capabilities.
- Staffing capacity necessary to operate the program in accordance with the program's timeline, design, and projected outcomes.
- The ability to address the needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices, who may speak another language, and the ability to function effectively in the midst of wide cultural variances.
- Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations that are reflective of the populations being served, and ongoing staff training on relevant community resources and social service programs.

E. CORE PROGRAM PRINCIPLES

Based on best practices in the field of homeless services, the following core principles and elements are required of all programs and system components funded under this RFQ.

Program Entry

- Prioritized for persons experiencing literal homelessness that are unsheltered and living in a place not meant for human habitation.
- Use a standardized entry and assessment tool. All funded programs will adhere to a County developed entry process.
- Do not discriminate or refuse services on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, military status or any other protected classes.
- Employ low barrier practices where a minimum of rules are placed on persons who wish to participate in the program and receive services. This includes accepting a client-defined household

unit, the inclusion of pets in the service/housing plan, and not excluding persons because of lack of income, active or past history of substance abuse and/or behavioral health issues, or past involvement with the criminal justice system.

Housing-Focused Supportive Services

- Employ housing-centric services that transitions households quickly into emergency/interim shelter and/or permanent housing, and supports long term housing stability.
- Offer voluntary case management services that facilitate stabilization, health, and personal growth by connecting households to mainstream and community based services, treatment resources for ongoing recovery and health needs, and other services that may be continued once the client is in permanent housing.
- Increase long-term stability by improving income, connecting households to employment or benefit programs, including but not limited to: employment training and occupational support; State Disability Insurance (SDI), Social Security Income (SSI), Veterans benefits, and CalFresh (known federally as Supplemental Nutrition Assistance Program (SNAP)).

Staff Competencies

- Client-Centered: Approach the care, goals and interventions of an individual based on their identified need for services. Recognize individuals as partners in the development of their household's Individualized Support Plan, Housing Assessment Plan, and overall service delivery in program.
- Culturally Responsive: Honor, understand, respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and diligently act on that understanding. Services should be accessible through language, location and delivery style.
- Employ evidence-based practices such as:
 - Motivational Interviewing, which puts emphasis on a collective and exploratory conversation with an individual in order to facilitate change; and
 - Trauma Informed Care, which recognizes the impact of trauma, emphasizing physical, psychological, and emotional safety for survivors; and
 - Harm Reduction which aims at reducing risk and harmful effects associated with substance use and addictive behaviors, without requiring abstinence.
- Treat all homeless community members, care professionals, and colleagues with respect, and resolve all identified issues in a professional manner.
- Respect individual rights including; privacy, religious freedom, and the ability to present complaints and grievances.

Collaboration

- Partner with County departments to improve program services, individual outcomes and to maximize system level resources.
- Partner with mainstream services, community organizations, non-profits, property owners (when applicable), and/or providers of homeless services to ensure successful linkages for households that will promote stabilization in housing.
- Maximize community-based services and leverage other funding and/or community resources for the program that is proposed.

F. POPULATIONS TO BE SERVED

The primary target population to receive services under CMS and/or PRTS are households identified as experiencing Literal Homelessness, as defined by the United States Department of Housing and Urban Development (HUD):

- Literally Homeless – An individual or family who lacks a fixed, regular and adequate nighttime residence: meaning, the individual or family has a primary nighttime residence that is a public or private place not meant for human habitation, or they are living in a publicly or privately operated shelter designed to provide temporary living arrangements.

This category also includes individuals who are exiting an institution where they resided for 90 days or less who resided in an emergency shelter or place not meant for human habitation immediately prior to entry into the institution. (*HUD Category One: Literally Homeless (Section 578.3)*)

This subpopulation served will vary in household composition (i.e. single adults, families, seniors, transitional age youth, etc.) and be comprised of low-income, multi-lingual, multi-cultural population in remote geographical areas, and be inclusive of households having physical and/or behavioral health conditions, or are/have been justice involved. This includes high cost users of jails, hospitals, programs, shelters, support services, and those with high chronicity identified from the Homeless Management Information System (HMIS). The County identifies and will continue to assist the target population using cost, homeless data, and history of services, vulnerability, and homeless chronicity as determining factors to timelines of supportive services. The primary goal is to support the target population (i.e. households) in obtaining permanent supportive housing that will result in improved quality of life and successful independent living.

G. SCOPE OF SERVICES

DHA is soliciting Proposers to share their qualifications to provide Case Management Services (CMS) and/or Property Related Tenant Services (PRTS). All services are intended to serve persons who are experiencing or are at-risk of homelessness.

Proposers must provide a Proposer Statement (Exhibit D), Provider Statement of Qualifications (Exhibit E), and Program Budget (Exhibit F), which is included in this packet, for each Service Category elected. Any additional pages needed to expand the response must have a header specific to the exhibit such as “Qualifications for Service Category #1 Case Management Services”, “Service Category #2 Property Related Tenant Services”, “Program Budget”, etc.

SERVICE CATEGORY #1

a. Case Management Services (CMS)

- i. CMS can be provided in a variety of settings including, but not limited to: shelters, interim housing, rapid rehousing, permanent supportive housing, field based locations, community based locations, health and behavioral health facilities, sobering centers, recuperative care centers, criminal justice or custody facilities, and other settings as needed to end homelessness.
- ii. The CMS provider must be able to dedicate at least one case manager per 20 County-assigned households (i.e. assignments which can be single adult(s), families with minor children, and/or participant defined household). The case manager will be responsible for and capable of locating and engaging with the households assigned to their agency, with the goal of enrolling them into CMS. Once enrolled, the frequency and intensity of services shall be tailored to the need of the individual household; the services will change over time depending on their needs. CMS’ primary focus will be on housing supportive services including but not limited to: public benefits connection, housing retention, community connections, and linkages to services that will help the household thrive in their housing, health, and community. For the purposes of this RFQ, CMS services are defined as a range of services provided to assist and support individuals in developing their skills to gain access to needed medical, behavioral health, housing/retention, alcohol and other drugs (AOD) services, employment, social, educational, and other services essential to meeting basic human needs.
- iii. If the Proposer cannot maintain the minimal staffing requirements to meet the contracted Scope of Services, the County can greatly reduce assignments at any given time with a written notice.
- iv. CMS will work with households to identify the greatest risks and barriers to obtaining and securing housing, while also focusing on overall health and well-being of the family. CMS will use a client-centered and client-driven approach to determine the type of support needed to mitigate these barriers.

CMS will help households identify strengths and protective factors to strengthen their Individualized Support Plan in the program in order to promote independence and self-sustainability upon graduation from services. Protective factors are defined as conditions or attributes in individuals, families, or communities that mitigate or eliminate risk, thereby increasing the health and well-being of individuals, children and families in societies.

- v. CMS should be provided through a trauma informed, culturally, and linguistically responsive lens. CMS will utilize best practices for households who are experiencing homelessness and who may have complex health, disability, and/or behavioral health conditions. CMS proposers will employ a “Housing First” approach to providing services. Recommended supplemental models to the Housing First approach are Trauma Informed Care, Harm Reduction, and Motivational Interviewing.
- vi. The CMS staffing model shall include a full time program manager, a full time data specialist (if at or in excess of 100 assignments), and one case manager per 20 assignments. Actual caseloads may vary and will be specified in executed contracts. All case managers must have experience working with persons actively experiencing chronic or long-term homelessness, behavioral health concerns, health issues, and/or substance use disorders. Case managers are typically bachelor degree-level social workers (or with a behavioral science degree such as psychology, sociology, cultural anthropology, etc.) or social workers with advanced degrees with experience working with the target population or a similar population. Program managers are usually licensed social workers or other licensed clinicians; however, if this level of staffing is not available for the role of program manager, the agency must guarantee some degree of access to licensed or clinical staff personnel that program managers can utilize for consultation purposes. CMS staffing model should include individuals from the community and/or county, with diverse backgrounds, lived experience and/or benefitted from similar programs in the past whenever possible.
- vii. Successful Proposers of CMS will receive funding to assist staffing requirements per month for all services and data reporting related to case management services.
- viii. CMS services include, but are not limited to, the following: *(Note: All services provided by CMS will be documented in HMIS in the specified timeframes listed below as appropriate.)*
 - a. Providing early identification and intervention for behaviors that may jeopardize housing, such as late rental payments, hoarding, substance use, and other lease violations.
 - b. Coaching on developing and maintaining key relationships with landlords and neighbors with a goal of fostering successful tenancy to all CMS participants.
 - c. Coordination with Property Related Tenant Services (PRTS) provider to address identified issues that could impact housing attainment, retention and/or stability.
 - d. Advocacy and linkage with community resources to prevent eviction when housing is or may potentially become jeopardized (i.e. use of a proactive/preventative approach from CMS).
 - e. Assisting with benefits advocacy, including assistance with obtaining personal identification, and documentation for SSI eligibility, CalFresh, Medi-Cal, CalWORKs, and/or other public benefits that will improve income, health and/or housing attainability/retention.
 - f. Assistance with securing documentation for annual recertification process for subsidies (i.e. Housing Choice Vouchers, Emergency Housing Voucher, etc.) and/or subsidized housing (if applicable).
 - g. Coordinating with households to review, update, and modify their Individualized Support Plan on a three, six, nine, and 12 month basis to document outcomes, reflect current needs and address existing or recurring housing retention barriers.
 - h. Continuing case management assistance with lease compliance, including ongoing support with activities related to household management such as cleanliness, social skills, and daily housekeeping. Note: Special emphasis in this area must be taken by CMS within the first 30-60 days housing is secured to increase successful outcomes in housing retention.

- i. Health and safety visits, including required monthly unit habitability inspections (i.e. Housing Inspections).
 - j. Other prevention and early intervention case management, skills, tools, and services identified in the Individualized Support Plan that are activated if housing is jeopardized (e.g., assisting with reasonable accommodation requests that were not initially required upon move-in, potential housekeeping and/or personal hygiene challenges that create hazardous or unsafe living environments).
 - k. Providing independent living and life skills support and linkages, including assistance with money management/budgeting, financial literacy and connection to community resources that support financial stability. Note: Special emphasis in this area must be taken by CMS within the first 30-60 days housing is secured to increase successful outcomes in housing retention.
 - l. Linkages to substance use disorder services and/behavioral health services, in conjunction with using Motivational Interviewing and Harm Reduction strategies to support shifts in behavior when increased reflection and engagement in these areas are needed to support housing goals.
 - m. Referral and successful linkage to primary medical care, behavioral health services, Birth & Beyond, Black Child Legacy Campaign (BCLC), In Home Support Services (IHSS) and/or other community services or programs, as needed and requested by household. Assistance with assessing the identified referrals in this section should be prioritized in order to increase protective factors and community connections that will promote overall independency upon graduation of services.
 - n. Assistance in obtaining clothing, food and/or other basic needs.
 - o. Assistance with accessing intimate partner violence, domestic violence, and safety planning services and referrals as needed and/or requested by shall be prioritized.
 - p. Support in accessing and/or securing transportation services for households.
 - q. Assistance with monitoring any legal issues and making appropriate referrals to programs and/services that can support.
 - r. Support in assessing and reducing current barriers to housing (e.g., credit history, criminal records, pending warrants, etc.).
 - s. Provide appropriate and timely referrals and linkages to emergency shelter and/or essential community services.
- ix. CMS Duties and Data Reporting will include, but is not limited to, the following:
- a. Provider will have a program manager that will oversee referrals assigned to CMS services through the Sacramento County Homeless Management Information System (SHINE) in order to review, accept, and assign referrals to case managers. Program Managers shall make every effort to assign referrals within 24 hours of receipt. Assignment to a case manager shall be documented in SHINE and HMIS within five days of initial engagement of service completed in the HMIS system.
 - b. CMS will complete a program enrollment for every household assignment within five days of initial engagement in HMIS.
 - c. CMS will complete an initial assessment for the entire household assigned that will identify: household composition, identified length of homelessness, prior stay, income/benefits, AOD and/or mental health, housing history, legal/background, credit history, current strengths, etc. Approved initial assessment template will be provided by DHA and completed and stored in HMIS within 30 days of initial engagement under the head of household program profile.
 - d. CMS will complete ongoing program assessments in HMIS for all assigned households every six months based on enrollment and/or as needed if a significant life change has occurred such as significant income change, household composition change, and/or housing status change.
 - e. CMS will fully document all forms of interactions and services provided to household members in HMIS within 48 hours of service being provided, but no later than five business days from service date.

- f. CMS will engage in collaborative communication with DHA, PRTS, partner agencies, and/or community agencies that support the Individualized Support Plan created with the household.
 - g. CMS will engage in general and cross collaboration meetings, multidisciplinary team meetings (MDT), and monthly case conferencing with DHA, PRTS, and/or Community Partners to discuss progress, adjustments, updates, and actions steps for the Individualized Support Plans and document as a service in HMIS within five business days.
 - h. CMS will address and document any Incident Report (i.e. Reportable Event) in HMIS and SHINE as noted in the Incident Report section highlighted in scope of service within 24 hours of being alerted to the incident. Note: All CMS staff working directly with households are identified as Mandated Reporters and trained to report safety concerns relevant to Child Protective Services and/or Adult Protective Services.
 - i. CMS will include weekly supervision with case managers by program managers that will include reflective and/or clinical supervision to ensure self-care, professional growth and mental health of the case manager is supported. During supervision, program manager will ensure appropriate and timely services are being provided and documented for household progress in CMS. Record of supervision will be documented as a household service (noted as Supervision) in HMIS on a monthly basis.
 - j. CMS will coordinate with households to complete, review, update, and/or modify their Individualized Support Plan on a three, six, nine, and 12 month bases to reflect current needs and address existing or recurring housing attainment/retention barriers. Part of these reviews will include a conversation with the household regarding growth, accountability, level of engagement, appropriateness of services, and steps taken towards meeting CMS goals identified in the support plan. The Individualized Support Plan will be completed in HMIS and always include at minimum, one housing goal (i.e. temporary housing to permanent housing goals, housing retention or attainment goals, etc.), one behavioral goal (identified behavior that is a barrier to obtaining/retaining housing), one service goal (any goal related to their housing, health and/or well-being), and one personal goal (identified by the household). Goals will be client-driven and range from short term to long term goals that can be broken down to reinforce positive outcomes (i.e. SMART goals that are specific, measurable, attainable, realistic, and timely). These interactions will be documented as an Individualized Support Plan service in HMIS within 48 hours of service being provided, but no later than five business days from service date. *(Note all Individualized Support Plans and updates to the plan will be completed in HMIS by CMS in the timeframes specified.)*
- x. CMS Engagement:
- a. CMS will attempt to engage assigned referrals within five business days.
 - b. CMS will complete ongoing outreach and engagement to the target population including field and community based locations, health and behavioral health facilities, interim and bridge housing settings, criminal justice and custody facilities, and other locations as needed to engage households. CMS will work with the County to locate the participant based on system usage and other known information.
 - c. CMS will engage entire households to conduct supportive services as follows, listed in order of ideal engagement practices. It is important to note that the type of engagement/communication used by CMS will depend on the level of service need per the Individualized Support Plan created. In-person interactions and conversations with each assigned household is important in order to build rapport, trust, and confidence in the goal planning and execution. This level of interaction will lead to higher outcomes for success. Tailoring the frequency and intensity of CMS to each individuals' needs after and throughout enrollment in the program will be identified as the best approach to serving households in CMS.
 - d. In-Person: (i.e. Face to Face) case management services are the most favorable form of engagement with an individual(s) from a household that can elicit active engagement toward the goals identified in the Individualized Support Plan and within a rapid rehousing

timeline. Face to Face visits are required a minimum of two times in a 30 day period and as needed to mitigate barriers to housing. One Face to Face visit *must* include a home inspection when a client is housed by our program. A home inspection will consist of viewing the inside of the residence to ensure it is in acceptable condition with no safety concerns and/or potential signs of hoarding. If issues or concerns arise from a home inspection, CMS will address the concerns to develop a preventative and/or immediate support plan. All parties (i.e. household, PRTS, County, Landlord, etc.) as needed will be included in the support plan.

- e. Video Conference: Case management services can be provided through video options if available to both parties. This form of communication is helpful when in-person visits are not available.
- f. Phone: Phone visits are recommended as needed and for follow-ups on goals, action plans, updates, etc.
- g. Text: Text messages should only be used as a quick form of communication that follows up on an engagement type d, e, or f. Texts should not take the place of a visit, nor should they be used to elicit ongoing reflection or recommendations as they can have the potential to create misunderstandings or miscommunication among the parties if read differently.
- h. E-mail: E-mail is a great way to recap any goals, action steps, disseminate needed resources or information. They are a great tool to support d, e, f, or g forms of engagement.

xi. CMS Training and Reporting:

- a. Provide on-going training to CMS staff to ensure services are appropriate and to promote continuous quality improvement. Trainings should include at minimum: Trauma Informed Care, Cultural Responsiveness, Harm Reduction, Motivational Interviewing, Mental Health First Aid, Professional Assault Crisis Training (PRO-ACT), Mandated Reporting to Child Protective Services (CPS) and Adult Protective Services (APS).
- b. Maintain identified staff positions and staff to assigned household ratios as identified in this RFQ.
- c. Proposers will keep up maintenance of program, household service records, and participation in HMIS within the specified timeframes listed above.
- d. Submit reports and invoices as requested and in a timely manner with all supporting documentation.
- e. Proposers must offer all participants the opportunity to complete a survey to capture the progress and experience with CMS. These surveys will be uploaded into HMIS (as private for program only viewing access) under head of household participant profile. All attempts to offer this service will be documented in HMIS within 24 hours of service being provided, but not later than five business days from service date. Record of all surveys and their content will be kept confidential and secure by the Successful Proposer for the length of time specified in executed contracts. All surveys under CMS will be available to DHA upon request.
- f. Comply with and deliver services in accordance with contracted deliverables and objectives.

SERVICE CATEGORY #2

a. Property Related Tenant Services (PRTS)

- i. The PRTS staffing model shall include a full time program manager, a full time data specialist (if at or in excess of 100 assignments), and one housing support specialist per 25 households assigned. Actual caseloads may vary and will be specified in executed contracts with Successful Proposers. All housing support specialists must have experience working with persons actively experiencing chronic or long-term homelessness, behavioral health concerns, health issues, justice involved, and/or substance use disorders. Housing support specialists are typically high school level graduates or have advanced degrees. Extensive experience with the target population, similar population, or housing tenant services may be used in lieu of degree completion. Program managers

- are usually knowledgeable of property related tenant services, have prior experience in the housing field, and/or homeless programs. Program managers should have work experience and knowledge of landlord tenant rights, leases, program management, and/or property management. Program managers must understand and successfully implement services in line with funding timelines, outcomes identified and housing first model strategies that incorporate an understanding of the target populations barriers and challenges to housing. PRTS staffing model should include individuals from the community and or/county with diverse backgrounds, lived experience and/or benefitted from similar programs in the past whenever possible.
- ii. Successful Proposers will need to consider other support staff positions or indirect staffing to support data management as required per local, state, or federal funding. Support staff to review or recommend program guidelines for ongoing budget line items, policies & procedures, individual cost, and goals. PRTS Proposers will assign at least one full time staff to fulfill the support staff position (if at or in excess of 100 assignments).
 - iii. If Proposer cannot maintain the minimal staffing requirements to meet the contracted Scope of Services, the County can greatly reduce assignments at any given time to that Proposer with a written notice.
 - iv. Proposers of PRTS will receive funding to assist staffing requirements per month for all services and data reporting related to PRTS services performed.
 - v. PRTS should be provided through a trauma informed, culturally, and linguistically responsive lens. PRTS will utilize best practices for households who are experiencing homelessness and who may have complex health, disability, and/or behavioral health conditions. PRTS Proposers will employ a “Housing First” approach to providing services. Recommended supplemental models to the Housing First approach are, Trauma Informed Care, Harm Reduction, and Motivational Interviewing.
 - vii. The PRTS provider will manage all rental assistance payments and other financial assistance provided through the program’s rental subsidy funds. The Successful Proposer and DHA will develop detailed program rules associated with managing financial assistance, minimum property standards, inspections, rent standards (tenant portion, maximum rents, etc.), and other financial assistance (i.e. deposits, holding units, etc.) prior to the initiation of PRTS services.
 - viii. PRTS services include, but are not limited to, the following: *(Note: All services provided will be documented in HMIS in the specified timeframes listed as appropriate.)*
 - a. Housing transition and navigation services including tenant screening and housing assessment to identify household preferences and barriers to successful independent living. Interviewing assigned households to obtain authorization for services and conducting all applicable follow-ups.
 - b. Preparation of lease agreements and coordination of lease signing in conjunction with landlords and when households receive any housing voucher subsidy through the local Housing Authority (SHRA).
 - c. Coordination of the household move-ins to introduce participants to their new housing location. Collaboration with CMS services will be required prior to and during move-ins.
 - d. Providing housing location services that include assisting households with finding affordable permanent housing, educating households on tenant/landlord rights, establishing relationships with appropriate landlords/agencies willing to work with PRTS participants, and providing assistance with negotiating rental agreements.
 - e. Capacity to lease and/or main lease units/properties to be used for supportive housing in the program (with DHA written approval only).
 - f. Capacity to locate and manage multiple permanent housing options for PRTS households that would offer individualized leases with low-income housing, community housing, and project based housing, and/or affordable living programs.

- g. Capacity to own property and provide long-term asset management in the event that property ownership becomes available in the future.
 - h. Coordinating with households to review, update, and modify their Housing Assessment Plan (located in HMIS) on a three, six, nine, and 12 month bases to document outcomes, reflect current needs, and address existing or recurring housing retention barriers.
 - i. Continuing property related tenant services with lease compliance, including ongoing support with activities related to household management such as cleanliness, social skills, and daily housekeeping. Note: Special emphasis in this area must be taken by PRTS within the first 30-60 days housing is secured to increase successful outcomes in housing retention.
 - j. Serve as a Capital Improvements Intermediary (CII) in order to fund a range of activities to complete capital projects, such as: hiring and/or funding consultants to perform feasibility analyses, architectural services and other professional services needed to accomplish capital projects; funding of construction, including renovation and new construction and purchasing one-time start-up goods, such as furniture, computers, and supplies as needed.
 - k. Regular monthly inspections of the buildings, including individual residential units, and maintenance of properties to meet the standard of Housing Quality Standards (HQS) and have staff licensed or trained in HQS guidelines.
 - l. Assessment of properties for improvements to the overall aesthetic and functioning of the sites and propose changes and/or improvements to property owner. Promote a healthy building environment that contributes to tenants' overall stability and well-being.
 - m. Coordination with SHRA as the Sacramento County Public Housing Authority at both the household and program level to coordinate appropriate applications for housing vouchers and to maximize the use of voucher resources and application.
 - n. Administration of any PRTS and/or local financial assistance including rental subsidy payments and move-in assistance funds that assists households with security deposits, household goods, furnishings, and utility deposits, etc. As necessary, collect tenant portion of rent to ensure timely payments to owners. Ensure strong financial controls are in place to govern the disbursement of funds with robust capabilities for tracking, reporting and data analysis.
 - o. Pay all utility, services, taxes, insurance, and other costs and payments necessary to maintain a safe and secure building environment for tenants and staff as approved by DHA.
 - p. Enforcement of residential leases and program policies and procedures related to property management and house rules.
 - q. Assistance with lease compliance, ongoing support with activities related to household management such as cleanliness, social skills, and daily housekeeping Note: Special emphasis in this area must be taken by PRTS within the first 30-60 days housing is secured to increase successful outcome in housing retention.
 - r. Recertify PRTS household's income annually and adjust rent levels accordingly within DHA identified timeframes.
 - s. Coordinate with SHRA on all necessary Housing Choice Voucher (HCV) certifications and procedures to ensure voucher retention for all approved households.
 - t. Implement policies and procedures that adhere to any legal requirements related to termination of tenancies or evictions as needed. Communicate clearly with households and CMS about issues connected to tenancy termination and evictions. Educate CMS staff about related laws and procedures. Attempt to engage CMS during early stages when prevention services may be applied.
 - u. Coordinate and collaborate with CMS to ensure all individuals in programs are provided authorization to receive the support they need to remain housed and stable, including attending and/or convening periodic meetings with partners to problem-solve around behavioral, building, and community issues.
- ix. PRTS Duties and Data Reporting will include, but are not limited to, the following:

- a. Provider will have a program manager that will oversee referrals assigned to PRTS services through the Sacramento County Homeless Management Information System (SHINE) in order to review, accept, and assign referrals to housing specialist. Program Managers shall make every effort to assign referrals within 24 hours of receipt. Assignment to a housing specialist shall be documented in SHINE and HMIS within five days of initial engagement of service in completed in the HMIS system.
- b. PRTS will complete a program enrollment and/or enrollment update for every household assignment within five days of initial engagement in HMIS.
- c. PRTS will complete a Housing Assessment Plan in HMIS for the entire household assigned that will identify; household composition, identified length of homelessness, prior stay, income/benefits, AOD and/or mental health, housing history, legal/background, credit history, current strengths, etc. Housing Assessment Plan will be completed and stored in HMIS within 30 days of initial engagement, under the head of household program profile.
- d. PRTS will complete ongoing program assessments in HMIS for all assigned households every six months based on enrollment and/or as needed if a significant life change has occurred such as significant income change, household composition change, and/or housing status change.
- e. PRTS will fully document all forms of interactions and services provided to household members in HMIS within 48 hours of service being provided, but no later than five business days from service date.
- f. PRTS will engage in collaborative communication with DHA, CMS, partner agencies, and/or community agencies that support the Housing Assessment Plan created with the household.
- g. PRTS will engage in general and cross collaboration meetings, multidisciplinary team meetings (MDT), and monthly case conferencing with DHA, CMS, and/or Community Partners to discuss progress, adjustments, updates, and actions steps for Housing Assessments and document as a household service in HMIS within five business days.
- h. PRTS will address and document any Incident Report (i.e. Reportable Event) in HMIS and/or SHINE as noted in the Incident Report section highlighted in scope of contract within 24 hours of being alerted to the incident. Note: All PRTS staff working directly with households shall be identified as Mandated Reporters and trained to report safety concerns relevant to Child Protective Services and/or Adult Protective Services.
- i. PRTS will include weekly supervision with housing specialists by program managers that will include reflective and/or clinical supervision to ensure self-care, professional growth and mental health of the housing specialist is supported. During supervision, program manager will ensure appropriate and timely services are being provided and documented for household progress. Record of supervision will be documented as a household service (noted as Supervision) in HMIS on a monthly basis.
- j. PRTS will coordinate with household to complete, review, update, and/or modify their Housing Assessment Plan on a three, six, nine, and 12 month bases to reflect current needs and address existing or recurring housing attainment/retention barriers. Part of these reviews will include a conversation (in collaboration with CMS if applicable) with the household regarding growth, accountability, level of engagement, appropriateness of services, and steps taken towards meeting the goals identified in the assessment plan. The Housing Assessment Plan will be completed in HMIS and always include at minimum one housing goal (i.e. temporary housing to permanent housing goals, housing retention or attainment goals, etc.), one financial goal (identified behavior that is a barrier to obtaining/retaining housing), one service goal (any goal related to their housing, health and/or well-being), and one personal goal (identified by the household). Goals will be client-driven and range from short term to long term goals that can be broken down to reinforce positive outcomes (i.e. SMART goals that are specific, measurable, attainable, realistic, and timely). These interactions will be documented as a Housing Assessment Plan service in HMIS within 48 hours of service being provided, but no later than five business days from service date. *(Note all Housing Assessment Plans and updates to the plan will be completed in HMIS by PRTS within the identified timeframes.)*

- k. PRTS must offer all participants the opportunity to complete a survey to capture the progress and experience with PRTS housing and locating services. These surveys will be uploaded into HMIS (as private for program only viewing access) under head of household participant profile. All attempts to offer this service will be documented in HMIS within 24 hours of service being provided, but not later than five business days from service date. Record of all surveys and their content will be kept confidential and secure by the Successful Proposer for the length of time specified in executed contracts. All surveys under PRTS will be available to DHA upon request.
- x. PRTS Engagement:
 - a. PRTS will attempt to engage assigned referrals within five business days.
 - b. PRTS will complete ongoing outreach and engagement to the target population including field and community based locations, health and behavioral health facilities, interim and bridge housing settings, criminal justice and custody facilities, and other locations as needed to engage households. PRTS will work with the County to locate the participant based on system usage and other known information.
 - c. PRTS will engage entire households to conduct supportive services as follows, listed in order of ideal engagement practices. It is important to note that the type of engagement/communication used by PRTS will depend on the level of service need per the Housing Assessment Plan created. In-person interactions and conversations with each assigned household is important in order to build rapport, trust, and confidence in the goal planning and execution. This level of interaction will lead to higher outcomes for success. Tailoring the frequency and intensity of PRTS to each individuals' needs after and throughout enrollment in the program will be identified as the best approach to serving households in PRTS.
 - d. In-Person: (i.e. Face to Face) housing support services are the most favorable form of engagement with an individual(s) that can elicit active engagement toward the goals identified in the Housing Assessment Plan and within a rapid rehousing timeline. Face to Face visits are required a minimum of two times in a 30 day period and as needed to mitigate barriers to housing. One Face to Face visit must include a home inspection when a household is housed by our program. A home inspection will consist of viewing the inside of the residence to ensure it is in acceptable condition with no safety concerns and/or potential signs of hoarding. If issues or concerns arise from a home inspection, PRTS will address the concerns to develop a preventative and/or immediate support plan. All parties (i.e. household, CMS, County, Landlord, etc.) as needed will be included in the support plan.
 - e. Video Conference: Housing support services can be provided through video options if available to both parties. This form of communication is helpful when in-person visits are not available.
 - f. Phone: Phone visits are recommended as needed and for follow ups on goals, action plans, updates, etc.
 - g. Text: Text messages should only be used as a quick form of communication that follows up on an engagement type d, e, or f. Texts should not take the place of a visit, nor should they be used to elicit ongoing reflection or recommendations as they can have the potential to create misunderstandings or miscommunication among the parties if read differently.
 - h. E-mail: E-mail is a great way to recap any goals, action steps, disseminate needed resources or information. They are a great tool to support d, e, f, or g forms of engagement.
- xi. PRTS Training and Reporting :
 - i. Provide on-going training to PRTS staff to ensure services are appropriate and to promote continuous quality improvement. Trainings should include: Trauma Informed Care, Cultural Responsiveness, Harm Reduction, Motivational Interviewing, Mental Health First Aid, Professional Assault Crisis Training (PRO-ACT), Ready to Rent, Housing Quality Standards (HQS), Mandated Reporting to Child Protective Services (CPS) and Adult Protective Services (APS).
 - ii. Maintain identified staff positions and staff to household ratios as identified in this RFQ.

- iii. Proposers will keep up maintenance of program, household service records, and participation in HMIS within the specified timeframes listed above.
- iv. Submit reports and invoices as requested and in a timely manner with all supporting documentation.
- v. Comply with and deliver services in accordance with contracted deliverables and objectives.

III. ADMINISTRATIVE RULES AND REQUIREMENTS

A. PROPOSAL SUBMISSION

1. The packet **MUST** be submitted in the legal name of the Proposer or an authorized representative. If the packet is submitted by a corporation, the packet must be signed by a corporate officer or a representative authorized by the organization. If such authorization is other than a corporate document, a copy of such authorization must be submitted to DHA with the packet.
2. Proposals can be submitted by e-mail to **DHA-RFP-Reservations@saccounty.net**, by mail, or personal delivery. If submitting in person, an original and two copies of the Proposal must be enclosed in a sealed envelope or box with the name and address of the Proposer clearly visible, and plainly marked: **"SEALED BID – CASE MANAGEMENT SERVICES AND/OR PROPERTY RELATED TENANT SERVICES PROGRAMS"**. Electronic submissions may be submitted to: **DHA-RFP-Reservations@saccounty.net**. Proposers who choose electronic submittals will receive an automated e-mail confirmation of successful receipt. If a submission is not able to be transferred electronically due to size, Proposer will receive a rejection e-mail and will need to submit in-person. Attachment for electronic submittal can be no larger than 25MB. PDF is the preferred format for Proposal submissions.
3. All Proposals and attached information must be typed and submitted on **standard white paper, 8 1/2 inches by 11 inches in size, DOUBLE SPACED, one-sided, in print no smaller than 11 point font**, with each page clearly and consecutively numbered, starting with a Table of Contents.
4. If submitting my mail or in person, staple each copy of the Proposal in the upper left corner or secure the Proposal with ordinary spiral binding. If unavailable, secure in a manner that can easily be taken apart. Elaborate artwork and expensive paper and bindings, expensive visual or other presentations are neither necessary nor desired.
5. All Proposals must be submitted in the order specified in Section IV of this RFQ.
6. If any information contained in the response is considered confidential or proprietary by the Proposer, it must be clearly labeled as such and presented in a separate sealed envelope within the Proposer's sealed response packet. In order to assert the confidentiality of any such information if a Public Records Act Request is received, the Proposer must request, execute and submit a County-prepared written agreement to defend and indemnify the County for any liability or expenses incurred in asserting such confidentiality as part of the Proposal. The agreement is available upon request and must be submitted with the Proposal.
7. Additional material submitted with the Proposal that has not specifically been requested in this RFQ **WILL NOT** be considered. Please see page 18 for the Technical Review Checklist used to ensure the technical requirements of this RFQ have been met by the Proposer.
8. Proposals can be submitted by e-mail to **DHA-RFP-Reservations@saccounty.net**, by mail, or personal delivery to:

Contracts Manager
 Sacramento County Department of Human Assistance
 1825 Bell Street, Suite 200
 Sacramento, CA 95825

Proposals submitted to any other office will not be accepted. It is the responsibility of the Proposer to submit the Proposal by the required time and date to the address specified above.
Postmarks will not be accepted. Fax submissions will not be accepted.
DHA will reject Proposals not meeting any RFQ requirement.

TECHNICAL REVIEW CHECKLIST

	Item
1	Attend Mandatory Proposer's Conference on 01/26/2022 or view recording if submitting at a later quarterly cutoff.
2	Submit Proposal by 3:00 P.M. on 02/10/2022 or subsequent quarterly cutoff.
3	If Proposal is delivered in-person, it must be submitted in a sealed envelope/package and plainly marked, "Sealed Bid - RFQ 2023-001 CASE MANAGEMENT SERVICES AND/OR PROPERTY RELATED TENANT SERVICES PROGRAMS".
4	If Proposal is delivered in-person, submit an original and five copies of the RFQ response.
5	Staple each copy of the Proposal in the upper left hand corner or secure with ordinary spiral binding. If unavailable, secure in a manner that can easily be taken apart.
6	All pages MUST BE clearly and consecutively numbered (regardless of page content).
7	Submitted on standard white paper, 8 1/2" x 11" in size, double spaced, one-sided in print no smaller than 11 point font.
8	Table of Contents.
9	Submit RFQ Checklist (Exhibit A).
10	Submit RFQ Service Categories Check Sheet (Exhibit B).
11	Submit RFQ Cover Letter (Exhibit C).
12	Submit Proposal Narrative.
13	Submit Proposer Statement (Exhibit D).
14	Submit Proposer Statement of Qualifications (Exhibit E).
15	Submit Budget (Exhibit F).
16	Submit three References.
17	Submit Insurance (Exhibit G).
18	Submit proof of Non-Profit Status/Articles of Incorporation.
19	Submit Child Support Ordinance Form (Exhibit H).
21	Submit Nondiscrimination Clause/Statement of Compliance (Exhibit I).
22	Submit Debarment and Suspension Certificate (Exhibit J).
23	Submit Five or More Employees Statement (Exhibit K).
24	Submit Proof of Signature Authority.
25	Submit latest audited financial statement.
26	Submit Cost Allocation Plan.
27	Submit documents in order as stated on lines 8 through 26.
28	Submit DUNS Number.
29	Submit Proposal in the legal name of the Proposer or an authorized representative. If submitting by a corporation, Proposal must be signed in blue ink by a corporate officer or representative of the organization.

B. RULES GOVERNING RFQ COMPETITION**1. Proposer's Cost for Developing Proposal**

Costs for developing and submitting Proposals are the responsibility of the Proposer and shall not be chargeable in any way to the County of Sacramento or DHA.

2. Addenda and Supplement To RFQ

If revisions or additional data to the RFQ become necessary, DHA will provide addenda or supplements.

3. Property of the County

All Proposals submitted become the property of the County and will not be returned. As part of the review and selection process, the Proposals may be reviewed by County staff and representatives from other public agencies, and/or individuals from the private sector.

Confidentiality**4.** All proposals shall remain confidential until the evaluation process is completed, proposed awards have been posted, and the Board of Supervisors has awarded the contract(s) for this service.**5. False or Misleading Statements**

Proposals which contain false or misleading statements or provide references which do not support an attribute or condition contended by the vendor, may be rejected. If, in the opinion of the County, such information was intended to mislead the County in its consideration of the Proposal and the attribute, condition, or capability is a requirement of the RFQ, the bid shall be rejected.

6. Proposer Responsibility

The Proposer is expected to be thoroughly familiar with all specifications and requirements of this RFQ. Failure or omission to examine any relevant aspect of this RFQ will not relieve you, as a Proposer, from any obligation regarding this RFQ. By submitting a response, the Proposer is presumed to concur with all terms, conditions, and specifications of this RFQ.

7. Reference Check

Submittal of a response authorizes DHA to investigate, without limitation, the background and current performance of your organization. Input of references regarding your capacity to perform in relation to all aspects of this RFQ will be used.

8. Right of the County

The County reserves the right to:

- a. Negotiate changes to Proposals.
- b. Request additional written or oral information from Proposers in order to obtain clarification of their responses.
- c. Reject any or all responses. Minor irregularities or informalities in any response which are immaterial or inconsequential in nature, and are neither affected by law nor a substantial variance with RFQ conditions, may be waived at the County's discretion whenever it is determined to be in the County's best interest.
- d. Make awards of contracts for all the services offered in a Proposal or for any portion thereof.
- e. Recommend and/or award an amount less than stated in the RFQ, if an amount is stated, and negotiate a reduction or increase in service levels commensurate with funds available.

- f. Enter into negotiations with the competitor who submitted the next highest-rated Proposal, or issue a new RFQ, if the competitor, who is selected through this RFQ, fails to accept and meet the terms of the standard County contract.

9. Rejection of Proposals

- a. Issuance of this RFQ in no way constitutes a commitment by the County to award a contract. The County reserves the right to reject any or all Proposals received in response to this RFQ, or to cancel this RFQ if it is deemed to be in the best interest of the County to do so.
- b. Failure to furnish all information required in this RFQ or to follow the required Proposal format shall disqualify the Proposer, including agencies that would otherwise qualify for the funding. Any exceptions to the scope of work required by this RFQ must be justified in the Proposal.

10. News Releases

News releases pertaining to this RFQ and its award will not be made without prior approval of the County.

C. SELECTION PROCESS AND AWARD CRITERIA

Submitting a successful Proposal is not a promise of minimum usage but one that Proposers who meet outlined qualifications will be placed in a pool and considered for future funding and/or contracting opportunities. As funding allows, DHA will enter into “as needed” contracts to provide the services outlined in this RFQ selecting successful Proposers from the established pool.

IV. PROPOSOR QUALIFICATION REQUIREMENTS

Proposers must submit a packet which includes the items specified below in the order specified below. The Proposer will provide all information requested below.

A. TABLE OF CONTENTS

Provide a table of contents which identifies all major sections of the Proposal by page number. All exhibits/attachments must also be referenced by page number.

B. RFQ CHECKLIST

The RFQ Checklist identifies all items that must be submitted in the Proposal. Items must be acknowledged as completed and signed by the Proposer’s authorized representative.

C. RFQ SERVICE CATEGORIES CHECK SHEET

Complete this check sheet to indicate which Service Category(s) you are applying for in your Proposal.

D. RFQ COVER LETTER

Complete the template provided and submit with your Proposal.

E. PROPOSAL NARRATIVE

1. Proposers must meet the key qualifications and be able to incorporate the core components listed above into all contracted services. Proposers must meet the expectations detailed under the service category(ies) and adhere to all County contracting requirements. Proposers must respond to this RFQ by providing an organizational summary and responding to the questions listed below. Only one organizational summary is required. Proposers must respond to the service category questions separately even if they are interested in providing both service components.

All Proposers must provide an organizational summary outlining their ability to meet the following qualifying requirements:

- At least three years of experience in the last ten years implementing a similar program or service.
 - Knowledge of how to serve highly vulnerable populations, evidenced by prior or current operation of a successful program serving vulnerable populations or providing similar services; building positive relationships with these populations in an effort to connect individuals to supportive services, shelter and/or housing.
 - Resources and expertise to meet administrative and fiscal requirements for County contracting. This includes the Proposer's fiscal, technological, management, and administrative capabilities.
 - Staffing capacity necessary to operate the program in accordance with the program's timeline, required service components, and projected outcomes.
 - The ability to address the needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices, who may speak another language, and the ability to function effectively in the midst of wide cultural variances.
 - Commitment and experience of the agency promotes effective, mutually beneficial relationships with other organizations that are reflective of the populations being served, and ongoing staff training on relevant community resources and social service programs.
 - Experience with gathering and analyzing data, creating reports and utilizing data to improve service delivery.
 - Proposers must also share their most current operating budget including funding sources and a recent audit report.
2. Proposers interested in submitting a response for the provision of either CMS or PRTS services must respond to the questions below. Proposers must provide a separate response for each service category they are interested in.
- a. What population have you worked with under this service category? If it is a specific group such as Transition Age Youth (TAY) or Veterans, would you be interested in expanding that scope to work with other populations?
 - b. Share your most recent program outcomes related to the provision of services related to this service category. Provide one full fiscal year (within the past three years) of data or outcomes including the number of persons served, the number of households served, and any connections to vital services, shelter and/or housing.

F. PROPOSER STATEMENT

Complete the template provided and submit with your Proposal.

G. STATEMENT OF QUALIFICATIONS

Complete each statement of qualifications for all service(s) you are applying for in your Proposal.

H. PROPOSED BUDGET

Use the templates given in this packet to provide information on your proposed costs.

I. REFERENCES

Proposers must submit at least three references. All references given must have had services rendered by you at the present time or within the last two years. References must be satisfactory as deemed solely by the County. References must be for services similar in scope, volume and requirements to those given in these specifications, terms and conditions. Information to include:

- Company/Agency name
- Contact name and title, must be a person directly involved with the services provided
- Complete street address
- Telephone number
- Type of business
- Type of service provided
- Dates of service

The County may contact some or all of the references provided to determine the Proposer's performance record for similar services. The County reserves the right to contact references other than those provided and to use the information gained from them in the evaluation process.

J. INSURANCE REQUIREMENTS

The Successful Proposer shall be required to obtain and maintain insurance according to County requirements, described in this packet. Proposer must sign the Proposer's Statement Regarding Insurance Coverage. If a Proposer currently does not have insurance in the amounts specified, do not obtain increased coverage before a contract is offered by the County.

After packets are received and if contractors are selected, the selected contractors must provide an original current certificate of insurance within five working days of the notification of selection and offer of a contract. The certificate of insurance must provide proof of coverage in compliance with standard County insurance requirements, as specified in Exhibit G of this RFQ packet. Failure to conform to insurance requirements within this time period shall constitute grounds for termination of contract negotiations.

K. NONPROFIT STATUS/ARTICLES OF INCORPORATION

Sacramento County requires nonprofit organizations to provide documentation of tax-exempt status from either the Internal Revenue Service or the Franchise Tax Board.

L. CHILD SUPPORT ORDINANCE

Proposers are required to read the "County of Sacramento Contractor Certification of Compliance Form for those with Court-Ordered Child, Family and Spousal Support" and complete the "Contractor Identification Form".

M. NONDISCRIMINATION CLAUSE/STATEMENT OF COMPLIANCE

Proposers must read the Statement of Compliance and Nondiscrimination Clause, and sign the form. The Statement of Compliance form must accompany each packet to comply with Government Code Section 12990 and California Administrative Code, Title II, Division 4, and Chapter 5.

N. DEBARMENT AND SUSPENSION CERTIFICATION

Proposers must read and sign the Debarment and Suspension Certification. This certification must accompany each packet to comply with Code of Federal Regulations, 45 CFR, Part 76.100

O. FIVE OR MORE EMPLOYEES STATEMENT

Proposers must read and sign the Five or More Employees Statement.

P. PROOF OF SIGNATURE AUTHORITY

Sacramento County requires Proposers to provide documentation that the person who signs this packet is authorized to submit this packet to Sacramento County and that the signatures recorded are the true and correct signatures of the designated individuals. Samples of acceptable proof are a Resolution by the Board of Directors or letter of Delegated Authority stating those with signature authority, which includes the printed name and signature.

Q. FINANCIAL STATEMENT AND ACCOUNTING SYSTEM

Submit your latest audited financial statement, completed by an independent certified public accountant, for the most recently completed fiscal year. If the audit is of a parent firm, the parent firm shall be party to the contract. Evidence of solvency and acceptable accounting practices is required. Governmental agencies are exempt from this requirement. Proposer's audited financial statements must be satisfactory, as deemed solely by the County, to be considered for contract award.

If an audited financial statement is not available please submit:

- A Federal Income Tax Return for the most recently completed calendar year, or

- An internally prepared annual financial statement for the most recently completed calendar year

R. COST ALLOCATION PLAN

Provide a description of your cost allocation plan. This description should be limited to no more than two pages of narrative and include how your organization allocates administrative or overhead costs over multiple contracts; sample forms or charts may be included. Proposer's cost allocation plan must be satisfactory, as deemed solely by the County, to be considered for contract award.

S. READ-ONLY EXHIBITS

Good Neighbor Policy/Charitable Choice

T. ADDITIONAL INFORMATION

- County Provided Additional Information
- Any additional information that you provide, that has not been explicitly required in the RFQ will be rejected and will not be used in the review, scoring or ranking of your Proposal. It is the Proposer's responsibility to ensure that all pertinent information is contained in the response areas listed above.

V. EXHIBITS

Read, complete, sign and return all required documents, including provided Exhibits A-M (Exhibit L-M is Read-Only)

- A. RFQ Checklist
- B. RFQ Service Categories Check Sheet
- C. RFQ Cover Letter
- D. Proposer Statement
- E. Proposer Statement of Qualifications
- F. Budget Forms and Instructions
- G. Insurance Requirements
- H. Child Support Ordinance/Certificate of Compliance/Contractor Identification Form
- I. Nondiscrimination Clause/Statement of Compliance
- J. Debarment and Suspension Certification
- K. Five or More Employees Statement
- L. Good Neighbor Policy/Charitable Choice Policy (Read Only)
- M. Additional Information

NOTE: All RFQ requirements and exhibits contained in this packet from this page forward **MUST** be included in your submitted Proposal packet. The completed Proposal is due to DHA no later than:

3:00 P.M.

Thursday, February 10, 2022

To:

County of Sacramento Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

Or

DHA-RFP-Reservations@saccounty.net

Postmarks will not be accepted.

EXHIBIT A**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS****RFQ CHECKLIST**

The following list identifies all items that must be reviewed and/or submitted in packet. Space for check marks is provided in the left margin for your convenience.

Note: Signatures can be either in ink or electronic.

1. _____ Table of Contents
2. _____ RFQ Checklist (Exhibit A)
3. _____ RFQ Service Categories Check Sheet (Exhibit B)
4. _____ RFQ Cover Letter (Exhibit C)
5. _____ Proposal Narrative
6. _____ Proposer Statement (Exhibit D)
7. _____ Proposer Statement of Qualifications (Exhibit E)
8. _____ Budget Forms and Instructions (Exhibit F)
9. _____ References
11. _____ Insurance Requirements (Exhibit G)
12. _____ Nonprofit Organization Status/Articles of Incorporation
13. _____ Child Support Ordinance Form (Exhibit H)
14. _____ Nondiscrimination Clause/Statement of Compliance (Exhibit I)
15. _____ Debarment and Suspension Certification (Exhibit J)
16. _____ Five or More Employees Statement (Exhibit K)
17. _____ Proof of Signature Authority
18. _____ Financial Statements
19. _____ Cost Allocation Plan
20. _____ Good Neighbor Policy/Charitable Choice Policy (Exhibit L - Read Only)
21. _____ Additional Information (Exhibit M - Read Only)

Signature of Authorized Representative

Date

EXHIBIT B**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS****RFQ SERVICE CATEGORIES CHECK SHEET**

Utilize the below table to indicate the service(s) that your are applying for by placing a “X” in the appropriate box(es). If Proposers identify interest in providing both CMS and PRTS services, Proposers must demonstrate that their agency has the operational and financial capacity to deliver both services independently which would consist of separate staffing, budgets, and programmatic components. Please sign and date.

<u>Service Category</u>	<u>Applied For</u> (Please “X” if applying for this service)
Service Category #1	
A. Case Management Services (CMS)	
Service Category #2	
A. Property Related Tenant Services (PRTS)	

Signature of Authorized Representative_____
Date

EXHIBIT C

**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS**

RFQ COVER LETTER

TO: COUNTY OF SACRAMENTO
DEPARTMENT OF HUMAN ASSISTANCE
1825 Bell Street, Suite 200
Sacramento, CA 95825

ATTENTION: DHA-RFP-Reservations@SacCounty.net

SUBJECT: CASE MANAGEMENT SERVICES AND/OR PROPERTY RELATED TENANT
SERVICES PROGRAM RFQ

TYPE OF BUSINESS/AGENCY: (CHECK ONE)

☐ Public ☐ Corporation ☐ Private Nonprofit ☐ Private for Profit ☐ Individual Owner ☐ Partnership

Name of Proposer (Legal Entity)

Name, Parent Corporation (if applicable)

Address of Proposer (Street, City, Zip Code)

Proposer's Federal Tax Identification Number

Contact Person (Please Print) (NAME, TITLE, PHONE NUMBER)

Fax Number of Proposer

E-Mail Address of Proposer

Name and title of person(s) authorized to sign for agency, Phone Number, Fax Number and E-Mail address

EXHIBIT D**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS****PROPOSER STATEMENT**

1. Number of years prospective contractor has been in business under present business name, as well as prior or related business names: _____
2. Number of years prospective contractor has been licensed: _____
3. Number of years of experience prospective contractor has in providing required, equivalent, or related services: _____
4. List contracts completed in last five years. If there are too many to list below, add an attachment.

<u>Year</u>	<u>Contracting Agency</u>	<u>Type of Service</u>	<u>Location</u>	<u>Amount</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

5. List contracts, or other commitments (e.g. consulting arrangements), currently in force. If there are too many to list below, add an attachment.

<u>Year</u>	<u>Contracting Agency</u>	<u>Type of Service</u>	<u>Location</u>	<u>Amount</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

6. Provide details of any failure or refusal to complete a contract.

7. If not a governmental agency, complete the following:

- a. Does the agency hold a controlling interest in any other organization?

☐ Yes

☐ No

If yes, list organizations.

b. Is the agency owned or controlled by any other person or organization?

☐ Yes

☐ No

If yes, list person(s) or organization(s).

c. Financial interest in any other business: _____

d. Name of persons with whom the prospective contractor has been associated in business as partners or business associates in the last five years:

Name of Business Associate

Name of Business

8. Briefly describe the agency's experience in the service to be provided as well as the experience of principal individuals who would be involved in this project.

9. Briefly describe any litigation involving the agency, or principal officers thereof, in connection with any contract.

10. Is all major equipment necessary to complete this project currently on hand?

☐ Yes

☐ No

If no, list all major equipment that needs to be purchased.

11. List any commitments or potential commitments, which may impact assets, lines of credit, or guarantor letters, or otherwise affect the Proposer's ability to perform the contract services.

Exhibit E – CMS Proposer Statement of Qualifications

EXHIBIT E**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS****CASE MANAGEMENT SERVICES (CMS) PROPOSER STATEMENT OF QUALIFICATIONS**

Agency Name:

Statement of Qualifications NOTE: Your agency must have at least three (3) years of experience in the last ten (10) years providing the following services to a chronically or long-term homeless population.	1. Check “X” in the appropriate box to indicate “YES” if your agency is qualified or “NO” if your agency is not qualified to administer this service. 2. If you respond “YES,” please briefly describe your agency’s experience providing this service to a chronically or long-term homeless or similar population, and how your agency would apply this experience to CMS RFQ. 3. If you respond “NO,” please elaborate on why and identify how your agency would support this area of qualification, and what supports will be needed from DHA.		
CMS Services			
My agency can provide early identification and intervention services for behaviors that may jeopardize housing.	YES	NO	
My agency can offer coaching on developing and maintaining key relationships with landlords and neighbors with a goal of fostering successful tenancy to at CMS participants.	YES	NO	
My agency will ensure collaboration with PRTS provider(s) is ongoing to address identified issues that could impact housing attainment, retention and/or stability.	YES	NO	
My agency can provide advocacy and linkages with community resources to prevent eviction, when housing is or may potentially become jeopardized (i.e. apply the use of proactive/preventive approaches).	YES	NO	

My agency can assist with benefits advocacy, including assistance with obtaining personal identification, documentation for SSI eligibility, Cal Fresh/SNAP, Medi-Cal, Cal Works, and/or other public benefits that will improve income, health and/or housing attainability/retention.	YES	NO	
My agency can provide assistance with securing documentation for annual recertification process for subsidies (i.e. Housing Choice Vouchers, Emergency Housing Voucher, etc.) and/or subsidized housing (if applicable).	YES	NO	
My agency can coordinate with households to review, update, and modify their Individualized Support Plan on a three, six, nine, and 12 month bases to document outcomes, reflect current needs and address existing or recurring housing retention barriers.	YES	NO	
My agency can offer continuing case management assistance with lease compliance, including ongoing support with activities related to household management such as cleanliness, social skills, and daily housekeeping. Note: Special emphasis in this area must be taken by CMS within the first 30-60 days housing is secured to increase successful outcome in housing retention.	YES	NO	
My agency provide and commit to completing health and safety visits, including required monthly unit habitability inspections (i.e. Housing Inspections).	YES	NO	
My agency can offer other prevention and early intervention case management, skills, tools, and services identified in the Individualized Support Plan that are activated if housing is jeopardized (e.g., assisting with reasonable accommodation requests that were not initially required upon move-in, potential housekeeping and/or personal hygiene challenges that create hazardous or unsafe living environments).	YES	NO	
My agency can provide independent living and life skills support and linkages, including assistance with money management/budgeting, including financial literacy and connection to community resources that support financial stability. Note: Special emphasis in this area must be taken by CMS within the first 30-60 days housing is secured to increase successful outcome in housing retention. Please identify in your response how you would ensure this is completed within the timeframe specified.	YES	NO	
My agency can provide linkages to substance use disorder services and/behavioral health services, in conjunction to using Motivational Interviewing and Harm Reduction strategies to support shift in behavior when increase reflection and engagement in these areas are needed to support housing goals.	YES	NO	
My agency can provide referral and successful linkage to primary medical care, behavioral health services, Birth & Beyond, Black Child Legacy Campaign (BCLC), In Home Support Services (IHSS) and/or other community services or	YES	NO	

programs, as needed and requested by household. Assistance with assessing the identified referrals in this section shall be prioritized in order to increase protective factors and community connections that will promote overall independency upon graduation of services.			
My agency can provide assistance in obtaining clothing, food and/or other basic needs. Please identify how this would be done.	YES	NO	
My agency can provide assistance with accessing intimate partner violence, domestic violence, and safety planning services and referrals as needed and/or requested by households.	YES	NO	
My agency can support in accessing and/or securing transportation services for households.	YES	NO	
My agency can provide assistance with monitoring any legal issues and making appropriate referrals to programs and/services that can support.	YES	NO	
My agency can support in assessing and reducing current barriers to housing (e.g., credit history, criminal records, pending warrants, etc.).	YES	NO	
My agency can provide appropriate and timely referrals and linkages to emergency shelter and/or 211 services.	YES	NO	
My agency can provide a full time program manager and data specialist if my agency is at or in excess of 100 assignments. My agency can also maintain a one case manager per 20 assigned household ratio while providing CMS services.	YES	NO	
CMS Duties and Reporting			
My agency can provide a program manager that will oversee referrals assigned to CMS services through the Sacramento County Homeless Management Information System (SHINE) in order to review, accept, and assign referrals to case managers. My agency can ensure that all referrals will be assigned by program manager to a case manager within 24 hours and documented in SHINE and HMIS within five days of initial engagement of service in completed in the HMIS system.	YES	NO	
My agency can complete a program enrollment for every household assignment within five days of initial engagement in HMIS.	YES	NO	
My agency can complete an initial assessment for the entire household assigned that will identify; household composition, identified length of homelessness, prior stay, income/benefits, AOD and/or mental health, housing history, legal/background, credit history, current strengths, within 30 days of initial engagement in HMIS.	YES	NO	
My agency can complete ongoing program assessments in HMIS for all assigned households every six months based on enrollment and/or as needed if a significant	YES	NO	

life change has occurred such as significant income change, household composition change, and/or housing status change.			
My agency can fully document all forms of interactions and services provided to household members in HMIS within 48 hours of service being provided, but no later than five business days from service date.	YES	NO	
My agency can engage in collaborative communication with DHA, PRTS, partner agencies, and/or community agencies that support the Individualized Support Plan created with the household.	YES	NO	
My agency can engage in general and cross collaboration meetings, multidisciplinary team meetings (MDT), and monthly case conferencing with DHA, PRTS, and/or Community Partners to discuss progress, adjustments, updates, and actions steps for the Individualized Support Plans and document as a service in HMIS within five business days.	YES	NO	
My agency can address and document any Incident Report (i.e. Reportable Event) in HMIS and SHINE as noted in the Incident Report section highlighted in scope of service within 24 hours of being alerted to the incident.	YES	NO	
My agency can provide <u>weekly</u> supervision to case managers by program managers that will include reflective and/or clinical supervision to ensure self-care, professional growth and mental health of the case manager is supported. During supervision, my agency can ensure that program manager will confirm appropriate and timely services are being provided and documented for household progress in HMIS.	YES	NO	
My agency can coordinate with households to complete, review, update, and/or modify their Individualized Support Plan on a three, six, nine, and 12 month bases to reflect current needs and address existing or recurring housing attainment/retention barriers. AND My agency and ensure The Individualized Support Plan will be completed in HMIS and always include at minimum, one housing goal (i.e. temporary housing to permanent housing goals, housing retention or attainment goals, etc.), one behavioral goal (identified behavior that is a barrier to obtaining/retaining housing), one service goal (any goal related to their housing, health and/or well-being), and one personal goal (identified by the household). AND My agency and ensure that all services in this area will be documented as an Individualized Support Plan service in HMIS within 48 hours of service being provided, but no later than five business days from service date.	YES	NO	

CMS Engagement

My agency can attempt to engage assigned referrals within five business days.	YES	NO	
My agency can complete ongoing outreach and engagement to the target population including field and community based locations, health and behavioral health facilities, interim and bridge housing settings, criminal justice and custody facilities, and other locations as needed to engage households, and work with the County to locate the participant based on system usage and other known information.	YES	NO	
My agency can engage entire households to conduct supportive services as follows, listed in order of ideal engagement practices; In-Person, Video Conference, Phone, Text, and/or E-mail.	YES	NO	
My agency can tailor the frequency and intensity of CMS to each individuals' needs after and throughout enrollment in the program.	YES	NO	

CMS Training and Reporting

My agency can provide on-going training to CMS staff to ensure services are appropriate and to promote continuous quality improvement. Trainings should include at minimum: Trauma Informed Care, Cultural Responsiveness, Harm Reduction, Motivational Interviewing, Mental Health First Aid, Professional Assault Crisis Training (PRO-ACT), Mandated Reporting to Child Protective Services (CPS) and Adult Protective Services (APS).	YES	NO	
My agency can maintain identified staff positions and staff to assigned household ratios as identified in this RFQ.	YES	NO	
My agency can keep up maintenance of program, household service records, and participation in HMIS within the specified timeframes listed.	YES	NO	
My agency can submit reports and invoices as requested and in a timely manner with all supporting documentation.	YES	NO	
My agency can offer all participants the opportunity to complete a survey to capture the progress and experience with CMS and keep record of all surveys and their content confidential.	YES	NO	
My agency can commit to comply and deliver services in accordance with contracted deliverables and objectives.	YES	NO	

I affirm that I am an authorized signatory of my agency, (**Insert Agency Name Here**), and that I have read and accept the terms of the scope of work for the **Case Management Services** identified in this Request for Qualifications (RFQ). I understand that should I meet the required qualifications, my agency will be placed in a pool of providers considered for current and/or future funding opportunities for this RFQ, however, I am not guaranteed any minimum amount of work and will not receive funding until the County has issued an executed contract to my agency. I understand that the execution of a contract with my agency is at the County's discretion. If my agency is issued a contract, I certify my agency's ability to perform the necessary CMS, as described in the RFQ for as long as the assigned households to be served are enrolled in services.

Printed Name of Authorized Signatory:

Title of Authorized Signatory:

Date Submitted:

Signature of Authorized Signatory:

3.3 Exhibit E – PRTS Proposer Statement of Qualifications

EXHIBIT E**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS****PROPERTY RELATED TENANT SERVICES PROPOSER STATEMENT OF QUALIFICATIONS**

Agency Name:

Statement of Qualifications NOTE: Your agency must have at least three (3) years of experience in the last ten (10) years providing the following services to a chronically or long-term homeless population.	1. Check “X” in the appropriate box to indicate “YES” if your agency is qualified or “NO” if your agency is not qualified to administer this service. 2. If you respond “YES,” please briefly describe your agency’s experience providing this service to a chronically or long-term homeless or similar population, and how your agency would apply this experience to CMS RFQ. 3. If you respond “NO,” please elaborate on why and identify how your agency would support this area of qualification, and what supports will be needed from DHA.		
PRTS Services			
My agency can provide housing location services including assisting clients with locating affordable permanent housing, establishing relationships with landlords/agencies willing to provide affordable permanent housing to clients. Agency can provide assistance with negotiating rental agreements, leases, and the main leasing of properties to be used for supportive housing.	YES	NO	
My agency can regularly inspect buildings, including individual residential units, and maintain property to a high standard of cleanliness and repair to meet Housing Quality Standards (HQS). Assess properties for improvements to the overall aesthetic and functioning of the sites and propose changes and/or improvements to property owner. Promote a healthy building environment that contributes to tenants’ overall stability and well-being.	YES	NO	

My agency can employ a “screening in” philosophy, interview referred housing applicants, obtain their authorization, and conduct all applicable follow-up. Prepare lease agreements and coordinate lease signing in conjunction with the local Housing Authority when tenant is receiving a subsidized voucher (HCV). Coordinate tenant move-in, and work with support service Proposers to jointly orient new tenants to the building.	YES	NO	
My agency can administer local financial assistance (ongoing) including rental subsidy payments and move-in assistance funds to assist clients with timely security deposits, household goods and furnishings, utility deposits, etc. As necessary, collect tenant portion of rent to ensure timely payments to owners. Ensure strong financial controls are in place to govern the disbursement of funds with robust capabilities for tracking, reporting and data analysis.	YES	NO	
My agency can coordinate and collaborate with CMS all individuals in the programs are provided authorization to receive the support they need to remain housed and stable, including attending and/or convening periodic meetings with partners to problem-solve around behavioral, building, and community issues.	YES	NO	
My agency can implement policies and procedures and adhere to any legal requirements related to termination of tenancies or evictions as needed. Communicate clearly with tenants and support services about issues connected to tenancy termination and evictions. Educate CMS staff about related laws and procedures. Attempt to engage CMS during early stages when prevention services may be applied.	YES	NO	
My agency has capacity to locate and manage multiple permanent housing options for households that would offer leases in low-income, community housing, project based housing, and/or affordable living programs. Serve as a Capital Improvements Intermediary (CII) in order to fund a range of activities to complete capital projects, such as: hiring and/or funding consultants to perform feasibility analyses, architectural services, funding on construction, renovation, construction, one-time start up goods, furnishings, and other professional services.	YES	NO	
PRTS Duties and Reporting			
My agency will have a program manager that will oversee referrals assigned to PRTS services through HMIS in order to review, accept, and assign referral to a housing specialist. All referrals will be assigned within 24 hours, and documented in SHINE and HMIS.	YES	NO	
My agency can oversee referrals assigned to PRTS services through the SHINE and HMIS within five business days, while completing a program enrollment	YES	NO	

and/or enrollment update for every household assignment within five days of initial engagement in HMIS. This includes a Housing Assessment Plan within 30 days of initial engagement under the head of household program profile, and ongoing program assessment every six months.			
My agency can collaborate with DHA, CMS, partner agencies, and/or community agencies to fully document all forms of interactions, services, and HMIS data entry within 48 hours of services being provided (no later than five business days from service date).	YES	NO	
My agency can participate in cross collaboration meetings, monthly case conferencing, and reporting (mandated, incident reporting etc.) with DHA, CMS, and/or Community Partners to discuss services and action steps for Housing Assessments within five business days. Weekly supervision with housing specialists by program managers to support staff including trainings to promote continuous quality improvement.	YES	NO	
My agency can coordinate with households to review, update, and/or modify their Housing Assessment Plan on a three, six, nine, and 12 months bases to reflect current needs and address existing or recurring housing attainment/retention barriers while documenting these interactions within 48 hours of service being provided.	YES	NO	
PRTS Engagement			
My agency will attempt to engage with assigned referrals within five business days, completing ongoing outreach and engagement to the target population in the field, community based locations, health facilities, behavioral health facilities, interim housing, custody facilities, and other locations to engage households.	YES	NO	
My agency will engage households to conduct supportive services and note that the type of engagement/communication used by my agency will depend on the level of service needed per the Housing Assessment Plan.	YES	NO	
My agency can complete in-person (face to face), video conference, phone, text, and/or e-mail to communicate with households. In-person (face to face) visits can be completed a minimum of two times per 30 day period, while one face to face will include a home inspection to ensure the conditions are acceptable and there are no safety concerns.	YES	NO	
PRTS Training and Reporting			
My agency can provide on-going training to PRTS staff to ensure services are appropriate and to promote continuous quality improvement. Trainings include: Trauma Informed Care, Cultural Responsiveness, Harm Reduction, Motivational	YES	NO	

Interviewing, Mental Health First Aid, Professional Assault Crisis Training (PRO-ACT), Ready to Rent, Housing Quality Standards (HQS), Mandated Reporting to Child Protective Services (CPS) and Adult Protective Services (APS).			
My agency can maintain identified staff positions and staff to household ration one housing specialist to 25 households, one date specialist, one program manager, and other indirect staff as needed.	YES	NO	
My agency can keep up maintenance of program, household services, records, and participation in HMIS with specifies time frames, while submitting reports and invoices in timely manner per requests.	YES	NO	

I affirm that I am an authorized signatory of my agency, (**Insert Agency Name Here**), and that I have read and accept the terms of the scope of work for the **Property Related Tenant Services (PRTS)** identified in this Request for Qualifications (RFQ). I understand that should I meet the required qualifications, my agency will be placed in a pool of providers considered for current and/or future funding opportunities for this RFQ, however, I am not guaranteed any minimum amount of work and will not receive funding until the County has issued an executed contract to my agency. I understand that the execution of a contract with my agency is at the County's discretion. If my agency is issued a contract, I certify my agency's ability to perform the necessary PRTS services, as described in the RFQ for as long as the assigned households to be served are enrolled in services.

Printed Name of Authorized Signatory:

Title of Authorized Signatory:

Date Submitted:

Signature of Authorized Signatory:

EXHIBIT F

**CASE MANAGEMENT SERVICES AND/OR
PROPERTY RELATED TENANT SERVICES PROGRAMS**

PROGRAM BUDGET

Instructions

The Program Budget consists of two forms for each year: the Personnel Costs and Subcontract Expenses, and Operating Expense forms. The Personnel Costs and Subcontract Expenses form, page two, and the Operating Expense form, page three, of this exhibit are provided for the purpose of preparing a line item budget for the contract term.

Complete Program Budget for a County fiscal year which is July 1 to the following June 30. **The budget must be prepared on a cash accounting basis.**

To complete the Personnel Costs form:

- **Column (B)** Annual Salary is the Annual Salary cost for each position at full time or one Full Time Equivalent (FTE). Full Time is 1.0; half time is .5; etc.
- **Columns (C) through Column (E)** are the annual benefits.
- **Column (F)** Salary & Benefits is the total of the annual costs for **Columns (B)** through **Column (E)**.
- **Column (G)** is the FTE (percentage of time) to be worked on this contract.
- The total of **Column (F)** Salary & Benefits, times **Column (G)** FTE for This Contract, equals **Column (H)** or **(3)**, the Total County Cost Requested for this contract.

If the pages in this exhibit are insufficient to complete any section of the budget information, additional pages may be added.

The budget must be submitted on the forms included in this exhibit. **No other formats will be accepted.** However, if supplemental information is to be considered, it may be **added** in support of the completed forms.

PROGRAM BUDGET
Fiscal Year _____

PERSONNEL COSTS							
SALARY AND BENEFITS EXPENSE							
(A) POSITION	(B) ANNUAL SALARY	(C) EMPLOYER'S FICA	(D) RETIREMENT	(E) INSURANCE	(F) SALARY & BENEFITS	(G) FTE THIS CONTRACT	(H) (3) TOTAL COUNTY COST REQUESTED
(A) TOTAL SALARY, BENEFITS AND (3) COUNTY COSTS		\$	\$	\$	\$		(3) \$
(2) OTHER FUNDING SOURCE							\$
(1) TOTAL PROGRAM COST							\$

SUBCONTRACT EXPENSES			
LIST SUBCONTRACTS	(1) TOTAL PROGRAM COST	(2) OTHER FUNDING SOURCE(S)	(3) COUNTY COST REQUESTED
(B) TOTAL SUBCONTRACT EXPENSES			

OPERATING EXPENSES

Fiscal Year _____

OPERATING EXPENSES			
OPERATING EXPENSE DESCRIPTION	(1) TOTAL PROGRAM COST	(2) OTHER FUNDING SOURCE	(3) COUNTY COST REQUESTED
(C) TOTAL OPERATING EXPENSES			
(D) AUDIT			
(E) TOTAL PROGRAM COST AND MAXIMUM CONTRACT REIMBURSEMENT (COLUMN 1, A+B+C+D)			
(F) TOTAL OTHER FUNDING (COLUMN 2, A+B+C+D)			
(G) PERCENTAGE OTHER FUNDING (F/E)			
TOTAL COUNTY COST REQUEST			

EXHIBIT G

Insurance Requirements

A sample of the insurance exhibit included in the standard Sacramento County agreement follows this page.

The types of insurance and minimum limits required for any agreement resulting from this RFQ are specified in this sample insurance exhibit. A contract negotiated following this RFQ will include the attached insurance exhibit.

If your current insurance coverage does not conform to the requirements of the attached insurance exhibit, **do not obtain additional insurance unless and until a contract is offered.**

You must complete and sign the Statement Regarding Insurance Coverage, on the last page of this Exhibit. If the Statement Regarding Insurance Coverage is not included in your packet, your packet will not be considered by the Department.

If your agency is chosen for contract award, and your current insurance does not meet the requirements specified in the attached insurance exhibit, you must provide proof of the required insurance coverage within five working days of the date a formal contract offer is made by the County.

Contact April E. Nelson, Contracts Manager, (916) 875-3556 or nelsonap@saccounty.net, for any further information you may require regarding insurance coverage.

EXHIBIT G**INSURANCE REQUIREMENTS FOR CONTRACTORS**

Without limiting CONTRACTOR's indemnification, CONTRACTOR shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement by the CONTRACTOR, its agents, representatives or employees. COUNTY shall retain the right at any time to review the coverage, form, and amount of the insurance required hereby. If in the opinion of COUNTY Risk Manager, insurance provisions in these requirements do not provide adequate protection for COUNTY and for members of the public, COUNTY may require CONTRACTOR to obtain insurance sufficient in coverage, form, and amount to provide adequate protection. COUNTY's requirements shall be reasonable but shall be imposed to assure protection from and against the kind and extent of risks that exist at the time a change in insurance is required.

I. VERIFICATION OF COVERAGE

CONTRACTOR shall furnish COUNTY with certificates evidencing coverage required below. **Copies of required endorsements must be attached to certificates provided.** The COUNTY Risk Manager may approve self-insurance programs in lieu of required policies of insurance if, in the opinion of the Risk Manager, the interests of the COUNTY and the general public are adequately protected. All certificates, evidences of self-insurance, and additional insured endorsements are to be received and approved by COUNTY before performance commences. COUNTY reserves the right to require that CONTRACTOR provide complete, certified copies of any policy of insurance including endorsements offered in compliance with these specifications.

II. MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

- A. GENERAL LIABILITY: Insurance Services Office's Commercial General Liability occurrence coverage form CG 0001. Including, but not limited to Premises/Operations, Products/Completed Operations, Contractual, and Personal & Advertising Injury, without additional exclusions or limitations unless approved by the County Risk Manager.
- B. AUTOMOBILE LIABILITY: Insurance Services Office's Commercial Automobile Liability coverage form CA 0001.
 - A. Commercial Automobile Liability: auto coverage symbol "1" (any auto) for corporate/business owned vehicles. If there are no owned or leased vehicles, symbols 8 and 9 for non-owned and hired autos shall apply.
 - B. Personal Lines automobile insurance shall apply if vehicles are individually owned.
- C. WORKERS' COMPENSATION: Statutory requirements of the State of California and Employer's Liability Insurance.
- D. PROFESSIONAL LIABILITY or Errors and Omissions Liability insurance appropriate to the CONTRACTOR's profession.
- E. UMBRELLA or Excess Liability policies are acceptable where the need for higher liability limits is noted in the Minimum Limits of Insurance and shall provide liability coverage that at least follow form over the underlying insurance requirements where necessary for Commercial General Liability, Commercial Automobile Liability, Employers' Liability, and any other liability coverage (other than Professional Liability) designated under the Minimum Scope of Insurance.

- F. CYBER LIABILITY INCLUDING ERRORS AND OMISSIONS, IDENTIFY THEFT, INFORMATION SECURITY and PRIVACY INJURY LIABILITY. Coverage shall include but is not limited to:
1. Third party injury or damage (including loss or corruption of data) arising from a negligent act, error or omission or a data breach.
 2. Defense, indemnity and legal costs associated with regulatory breach (including HIPAA), negligence or breach of contract.
 3. Administrative expenses for forensic expenses and legal services.
 4. Crisis management expenses for printing, advertising, mailing of materials and travel costs of crisis management firm, including notification expenses.
 5. Identify event service expenses for identity theft education, assistance, credit file monitoring to mitigate effects of personal identity event, post event services.

III. MINIMUM LIMITS OF INSURANCE

CONTRACTOR shall maintain limits no less than:

- A. General Liability shall be on an occurrence basis (as opposed to Claims Made basis). Minimum limits and structure shall be:

General Aggregate:	\$2,000,000
Products Comp/Op Aggregate:	\$2,000,000
Personal & Adv. Injury:	\$1,000,000
Each Occurrence:	\$1,000,000
Fire Damage:	\$ 100,000
Sexual Molestation & Abuse:	\$250,000/\$1,000,000
	(Per person or occurrence/annual aggregate)

Building Trades Contractors and Contractors engaged in other projects of construction shall have their general liability Aggregate Limit of Insurance endorsed to apply separately to each job site or project, as provided for by Insurance Services Office form CG-2503 Amendment-Aggregate Limits of Insurance (Per Project).

- B. Automobile Liability:
1. Commercial Automobile Liability for Corporate/business owned vehicles including non-owned and hired, \$1,000,000 Combined Single Limit.
 2. Personal Lines Automobile Liability for Individually owned vehicles, \$250,000 per person, \$500,000 each accident, \$100,000 property damage.
- C. Workers' Compensation: Statutory
- D. Employer's Liability: \$1,000,000 per accident for bodily injury or disease
- E. Professional Liability or Errors and Omissions Liability: \$1,000,000 per claim and aggregate, Including Sexual Molestation or Abuse (unless coverage provided by Commercial General Liability Policy.) Sexual Molestation or Abuse may be included under Professional Liability with a sublimit not less than \$250,000 per person or occurrence and \$1,000,000 annual aggregate.
- F. Cyber Liability including Identity Theft, Information Security and Privacy Injury Liability; \$1,000,000 per claim or incident and \$1,000,000 aggregate.

IV. DEDUCTIBLES AND SELF-INSURED RETENTION

Any deductibles or self-insured retention that apply to any insurance required by this Agreement must be declared and approved by COUNTY.

V. CLAIMS MADE PROFESSIONAL LIABILITY INSURANCE

If professional liability coverage is written on a Claims Made form:

- A. The "Retro Date" must be shown, and must be on or before the date of the Agreement or the beginning of Agreement performance by CONTRACTOR.
- B. Insurance must be maintained and evidence of insurance must be provided for at least one (1) year after completion of the Agreement.
- C. If coverage is cancelled or non-renewed, and not replaced with another claims made policy form with a "Retro Date" prior to the contract effective date, CONTRACTOR must purchase "extended reporting" coverage for a minimum of one (1) year after completion of the Agreement.

VI. OTHER INSURANCE PROVISIONS

The insurance policies required in this Agreement are to contain, or be endorsed to contain, as applicable, the following provisions:

ALL POLICIES:**A. Acceptability Of Insurers:**

Insurance is to be placed with insurers with a current AM Best's rating of no less than **A-:VII**. The County Risk Manager may waive or alter this requirement, or accept self-insurance in lieu of any required policy of insurance if, in the opinion of the Risk Manager, the interest of the COUNTY and the general public are adequately protected.

B. Maintenance Of Insurance Coverage:

The CONTRACTOR shall maintain all insurance coverages and limits in place at all times and provide the COUNTY with evidence of each policy's renewal ten (10) days in advance of its anniversary date.

CONTRACTOR is required by this Agreement to immediately notify COUNTY if they receive a communication from their insurance carrier or agent that any required insurance is to be canceled, non-renewed, reduced in scope or limits or otherwise materially changed. CONTRACTOR shall provide evidence that such cancelled or non-renewed or otherwise materially changed insurance has been replaced or its cancellation notice withdrawn without any interruption in coverage, scope or limits. Failure to maintain required insurance in force shall be considered a material breach of the Agreement.

VII. COMMERCIAL GENERAL LIABILITY AND/OR COMMERCIAL AUTOMOBILE LIABILITY:**A. Additional Insured Status:**

The COUNTY, its officers, directors, officials, employees, and volunteers are to be endorsed as additional insureds as respects: liability arising out of activities performed by or on behalf of the CONTRACTOR; products and completed operations of the CONTRACTOR; premises owned, occupied or used by the CONTRACTOR; or automobiles owned, leased, hired or borrowed by the CONTRACTOR. The coverage shall contain no endorsed limitations on the scope of protection afforded to the COUNTY, its officers, directors, officials, employees, or volunteers.

B. Civil Code Provision:

Coverage shall not extend to any indemnity coverage for the active negligence of the additional insured in any case where an agreement to indemnify the additional insured would be invalid under Subdivision (b) of Section 2782 of the Civil Code.

C. Primary Insurance:

For any claims related to this Agreement, the CONTRACTOR's insurance coverage shall be endorsed to be primary insurance as respects the COUNTY, its officers, officials, employees, and volunteers.

Any insurance or self-insurance maintained by the COUNTY, its officers, directors, officials, employees, or volunteers shall be excess of the CONTRACTOR's insurance and shall not contribute with it.

D. Severability Of Interest:

The CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

E. Subcontractors:

CONTRACTOR shall be responsible for the acts and omissions of all its subcontractors and additional insured endorsements as provided by CONTRACTOR's subcontractor.

VIII. PROFESSIONAL LIABILITY:

Professional Liability Provision:

Any professional liability or errors and omissions policy required hereunder shall apply to any claims, losses, liabilities, or damages, demands and actions arising out of or resulting from professional services provided under this Agreement.

IX. WORKERS' COMPENSATION:

Workers' Compensation Waiver of Subrogation:

The workers' compensation policy required hereunder shall be endorsed to state that the workers' compensation carrier waives its right of subrogation against the COUNTY, its officers, directors, officials, employees, agents or volunteers, which might arise by reason of payment under such policy in connection with performance under this Agreement by the CONTRACTOR. Should CONTRACTOR be self-insured for workers' compensation, CONTRACTOR hereby agrees to waive its right of subrogation against COUNTY, its officers, directors, officials, employees, agents or volunteers.

X. NOTIFICATION OF CLAIM:

If any claim for damages is filed with CONTRACTOR or if any lawsuit is instituted against CONTRACTOR, that arise out of or are in any way connected with CONTRACTOR's performance under this Agreement and that in any way, directly or indirectly, contingently or otherwise, affect or might reasonably affect COUNTY, CONTRACTOR shall give prompt and timely notice thereof to COUNTY. Notice shall be deemed prompt and timely if given within thirty (30) days following the date of receipt of a claim or ten (10) days following the date of service of process of a lawsuit.

EXHIBIT G

STATEMENT REGARDING INSURANCE COVERAGE

The successful agency shall be required to obtain and maintain insurance according to County requirements, described in this Exhibit. If agency currently does not have insurance in the amounts specified this Exhibit, agency should not obtain increased coverage before a contract is offered by the County.

AGENCY HEREBY CERTIFIES that Agency has reviewed and understands the insurance coverage requirements specified in Exhibit D of this packet. Should Agency be awarded a contract, Agency further certifies that Agency can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agrees to name the County of Sacramento as Additional Insured.

Agency Name (Legal Entity)

Signature of Authorized Representative

Printed Name & Title of Authorized Representative

Date of Signing

EXHIBIT H

CHILD SUPPORT ORDINANCE

Contract Language:

CHILD SUPPORT COMPLIANCE CERTIFICATION:

- A. CONTRACTOR'S failure to comply with state and federal child, family and spousal support reporting requirements regarding a contractor's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment relating to child, family and spousal support obligations shall constitute a default under this Agreement.
- B. CONTRACTOR'S failure to cure such default within 90 days of notice by COUNTY shall be grounds for termination of this Agreement.
- C. If CONTRACTOR has a Principal Owner, Contractor shall provide Principal Owner information to the COUNTY upon request. Principal Owner is defined for purposes of this Agreement as a person who owns an interest of 25% or more in the CONTRACTOR. Information required may include the Principal Owner's name, address, and social security number. Failure to provide requested information about a Principal Owner within 60 days of request shall be deemed a material breach of this contract and may be grounds for termination.

**COUNTY OF SACRAMENTO
CONTRACTOR CERTIFICATION OF COMPLIANCE FORM
FOR THOSE WITH COURT-ORDERED
CHILD, FAMILY AND SPOUSAL SUPPORT**

WHEREAS it is in the best interest of Sacramento County that those entities with whom the County does business, or proposes to do business, demonstrate financial responsibility, integrity and lawfulness, it is inequitable for those entities with whom the County does business to receive County funds while failing to pay court-ordered child, family and spousal support which shifts the support of their dependents onto the public treasury.

Therefore, in order to assist the Sacramento County Department of Child Support Services in its efforts to collect unpaid court-ordered child, family and spousal support orders, the following certification must be provided by all entities with whom the County does business or desire to do business with:

1) CONTRACTOR hereby certifies that either: (choose one of four)

- | | | |
|--|------------------------------|-----------------------------|
| (a) the CONTRACTOR is a government or non-profit entity (exempt), | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| (b) the CONTRACTOR has no Principal Owners (25% or more) (exempt), | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| (c) each Principal Owner (25% or more), does not have any existing child support orders, | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| (d) CONTRACTOR'S Principal Owners are currently in substantial compliance with any court-ordered child, family and spousal support order, including orders to provide current residence address, employment information, and whether dependent health insurance coverage is available. If not in compliance, Principal Owner has become current or has arranged a payment schedule with the Department of Child Support Services or the court. | | |
| | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

2) CONTRACTOR shall certify that each of the following statements is true:

- a. CONTRACTOR has fully complied with all applicable state and federal reporting requirements relating to employment reporting for its employees; and
- b. CONTRACTOR has fully complied with all lawfully served wage and earnings assignment orders and notices of assignment and will continue to maintain compliance.

Note: Failure to comply with state and federal reporting requirements regarding a contractor's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment constitutes a default under the contract; and failure to cure the default within 90 days of notice by the County shall be grounds for termination of the contract. Principal owners can contact the Sacramento Department of Child Support Services at (916) 875-7400 or (866) 901-3212, by writing to P. O. Box 269112, Sacramento, 95826-9112, or by e-mailing dcss-bidder-compliance@saccounty.net.

CONTRACTOR

DATE

Signed Name

Printed Name

CONTRACTOR IDENTIFICATION FORM☐ **Contractor is exempt.****If not exempt, CONTRACTOR TO COMPLETE:**

Company Name			
Company Address			
Taxpayer ID		Company Telephone Number	
1. Do you or anyone else own 25% or more of this Contractor/ Company? Yes <input type="checkbox"/> No <input type="checkbox"/> (Sole Proprietors answer yes)			
2. If so, is dependent health insurance available to/or through Contractor/Company? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If YES to question #1, please complete the following as to each of these individuals:			
Principal Owner Name			
Social Security #		Residence Telephone #	
Residence Address			
Principal Owner Name			
Social Security #		Residence Telephone #	
Residence Address			
Principal Owner Name			
Social Security #		Residence Telephone #	
Residence Address			
Principal Owner Name			
Social Security #		Residence Telephone #	
Residence Address			

Completed by: _____ **Date:** _____**DEPARTMENT TO COMPLETE: (Note: This form does not need to be sent to DCSS if exempt but the County Contract Officer may want to keep for their records)**

Contract/PO #	Amount Paid/Payable \$	Term
---------------	---------------------------	------

Department Submitting Information: _____

Department Contact Person: _____

Telephone Number: _____ E-mail Address: _____

Department to submit form to the Department of Child Support Services, Mail Code 38-001, attention Contractor Match or to FAX # 875-9696

EXHIBIT I**NONDISCRIMINATION CLAUSE**

- A. CONTRACTOR shall not discriminate against any employee or others for employment because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability. CONTRACTOR shall take affirmative action to provide that and that employees are treated during employment without regard to their race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. CONTRACTOR agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by CONTRACTOR setting forth the provisions of this Equal Opportunity Clause.
- B. CONTRACTOR agrees and assures COUNTY that it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended, California Government Code Section 12940 (c), (h) (1), (i), and (j); California Government Code, Section 4450; Title 22, California Code of Regulations 98000 - 98413, and other applicable federal and state laws as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15 and 28 CFR Part 42), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of distinctions based on race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and hereby gives assurance that it will immediately take any measures necessary to effectuate this Agreement. For the purposes of this Agreement, discrimination based on race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability include but are not limited to the following: denying a participant any service or benefit; providing any service or benefit to a participant which is different, or is provided in a different manner or at a different time from that provided to other participants under this Agreement; subjecting a participant to segregation or separate treatment in any matter related to his/her receipt of any services; restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit; treating a participant differently from others in determining whether he/she satisfies any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; the assignment of times or places for the provision of service on the basis of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability of the participants to be served. For the purposes of this Agreement, facility access for the disabled must comply with the Rehabilitation Act of 1973, Section 504. COUNTY and CONTRACTOR will take affirmative action to insure that intended beneficiaries are provided services without regard to race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability.

This assurance is given in consideration and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR hereby gives assurance that administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the CDSS Manual of Policies and Procedures (MPP) Chapter 21 will be prohibited.

By making this assurance, the CONTRACTOR agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized COUNTY, CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, COUNTY shall have the right to invoke all remedies available at law or equity, and specifically including fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

- C. CONTRACTOR shall provide an atmosphere free of sexual harassment for its employees, clients, volunteers, and employees.
- D. CONTRACTOR shall in all solicitations or advertisements for employees placed by or on behalf of CONTRACTOR, state that all qualified applicants will receive consideration for employment without regard to race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability.
- E. CONTRACTOR shall send, to each labor union or representative of workers with which it has a collective bargaining agreement, a notice to be provided by CONTRACTOR, advising the labor union or worker's representative of CONTRACTOR'S commitment under this Equal Opportunity Clause and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- F. CONTRACTOR shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the Agreement.

EXHIBIT I

NONDISCRIMINATION STATEMENT OF COMPLIANCE

_____, hereinafter referred to as
(Agency name)

“Prospective Contractor” hereby certifies, unless specifically exempted, compliance with Government Code Section 12990 and California Administrative Code, Title II, Division 4, Chapter 5 in matters relating to the development, implementation, and maintenance of a nondiscrimination program. Prospective Contractor agrees not to unlawfully discriminate against any employee or applications for employment because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability.

I _____ hereby swear that I am duly authorized to legally bind the Prospective
(Name of official)

Contractor to the above-described certification. I am fully aware that this certification executed on _____ in the
(Date)

County of _____ is made under the penalty of perjury under the laws of the state of
California. (County)

Print

Signature

Title

Date

EXHIBIT J

CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

CONTRACTOR agrees to comply with 45 CFR Part 76.100 (Code of Federal Regulations), which provides that federal funds may not be used for any contracted services, if CONTRACTOR is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

I (We) certify, to the best of my (our) knowledge and belief, that CONTRACTOR named below and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.
2. Have not within a 3-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.
3. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph 2 of this certification.
4. Have not within a three-year period preceding this application/proposal/agreement had one or more public transactions (federal, state, or local) terminated for cause or default.
5. Shall notify COUNTY within ten days of receipt of notification that CONTRACTOR is subject to any proposed or pending debarment, suspension, indictments or termination of a public transaction.
6. Shall obtain a certification from all its subcontractors funded through this Agreement that subcontractor is not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.
7. Hereby agree to terminate immediately, any subcontractor's services that will be/are funded through this Agreement, upon discovery that the subcontractor has become debarred or suspended or is otherwise ineligible or voluntarily excluded from covered transactions by any federal department or agency.

Print Name of Proposer (Legal Entity)

Signature of Proposer's Authorized Representative

Name & Title of Authorized Representative

Date of Signing

EXHIBIT K**FIVE OR MORE
EMPLOYEES STATEMENT**

Under Federal and State employment tax law, the County must resolve the basic question of whether to treat the service provider as an employee or as an independent contractor. This form was designed to simplify the process of resolving tax status determination as required under the Internal Revenue Service (IRS) rules. Please complete the following employee statement.

Contractor Name: _____

Contract Number(s): _____

I certify that I have:

☐

0 - 4 employees

☐

5 or more employees

Date

Print Name

Signature

Title

Tax Identification Number

Phone Number

EXHIBIT L

GOOD NEIGHBOR POLICY

THE CONTRACTOR SHALL:

- A. CONTRACTOR shall comply with COUNTY'S Good Neighbor Policy. CONTRACTOR shall establish good neighbor practices for its facilities that include, but are not limited to, the following:
 - 1. Provision of parking adequate for the needs of its employees and service population;
 - 2. Provision of adequate waiting and visiting areas;
 - 3. Provision of adequate restroom facilities located inside the facility;
 - 4. Implementation of litter control services;
 - 5. Removal of graffiti within seventy-two hours;
 - 6. Provision for control of loitering and management of crowds;
 - 7. Maintenance of facility grounds, including landscaping, in a manner that is consistent with the neighborhood in which the facility is located;
 - 8. Participation in area crime prevention and nuisance abatement efforts; and
 - 9. Undertake such other good neighbor practices as determined appropriate by COUNTY, based on COUNTY'S individualized assessment of CONTRACTOR'S facility, services and actual impacts on the neighborhood in which such facility is located.
- B. CONTRACTOR shall identify, either by sign or other method as approved by the DIRECTOR, a named representative who shall be responsible for responding to any complaints relating to CONTRACTOR'S compliance with the required good neighbor practices specified in this section. CONTRACTOR shall post the name and telephone number of such contact person on the outside of the facility, unless otherwise advised by DIRECTOR.
- C. CONTRACTOR shall comply with all applicable public nuisance ordinances.
- D. CONTRACTOR shall establish an ongoing relationship with the surrounding businesses, law enforcement and neighborhood groups and shall be an active member of the neighborhood in which CONTRACTOR'S site is located.
- E. If COUNTY finds that CONTRACTOR has failed to comply with the Good Neighbor Policy, COUNTY shall notify CONTRACTOR in writing that corrective action must be taken by CONTRACTOR within the specified time frame. If CONTRACTOR fails to take such corrective action, COUNTY shall take such actions as are necessary to implement the necessary corrective action. COUNTY shall deduct any actual costs incurred by COUNTY when implementing such corrective action from any amounts payable to CONTRACTOR under this Agreement.
- F. CONTRACTOR'S continued non-compliance with the Good Neighbor Policy shall be grounds for termination of this Agreement and may also result in ineligibility for additional or future contracts with COUNTY.

EXHIBIT L

CHARITABLE CHOICE

CONTRACTOR certifies that if it identifies as a faith-based religious organization, and receives direct funding from one of the following funding sources:

- Substance abuse prevention and treatment services under the Substance Abuse Prevention and Treatment Block Grant (SAPT);
- The Projects for Assistance in Transition from Homelessness (PATH) formula grant program;
- Substance Abuse and Mental Health Services Administration (SAMSHA) discretionary grants; or
- General Temporary Assistance for Needy Families (TANF), that:
 1. CONTRACTOR shall adhere to the requirements contained in Title 42, Code of Federal Regulations (CFR) Part 54; or Title 45, Code of Federal Regulations (CFR) Part 260, whichever applies to this Agreement.
 2. CONTRACTOR's services shall be provided in a manner consistent with the Establishment Clause and the Free Exercise Clause of the First Amendment of the United States Constitution.
 3. If CONTRACTOR offers inherently religious activities, they shall be provided separately, in time or location, from the programs or services for which the organization receives funds from Federal, State or local government sources. Participation in religious activities must be voluntary for program beneficiaries (42 CFR Part 54.4) and (45 CFR Part 260(b)(2)).
 4. CONTRACTOR shall not expend any Federal, State or local government funds to support any inherently religious activities such as worship, religious instruction, or proselytization (42 CFR Part 54.5) and (45 CFR Part 260(c)).
 5. CONTRACTOR shall not, in providing program services or engaging in outreach activities under applicable programs, discriminate against a program beneficiary or prospective program beneficiary on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to actively participate in a religious practice (42CFR Part 54.7) and (45 CFR Part 260(f)).
 6. CONTRACTOR shall inform program beneficiaries that they may refuse to participate in any religious activities offered by CONTRACTOR.
 7. CONTRACTOR shall inform program beneficiaries that, if they object to the religious character of the program, they have the right to a referral to an alternate service provider to which they have no objections (42 CFR Part 54.8) and (45 CFR Part 260(g) (1)).
 8. CONTRACTOR shall, within a reasonable time of learning of a beneficiary's objection to the religious character of the program, refer the program beneficiary to an alternate service provider (42 CFR Part 54.8) and (45 CFR Part 260(g) (3)).

If 42 U.S.C. 2000e-1 regarding employment practices is applicable to this Agreement, it shall supersede 42 CFR Part 54.7 to the extent that 42 CFR Part 54.7 conflicts with 42 U.S.C. 2000e-1.

EXHIBIT M**ADDITIONAL INFORMATION**

CONTRACTOR shall read and comply with all the provisions of this section.

A. 71-J PROVISION:

This contract may be subject to Section 71-J of the County Charter, which allows the County to contract for services that county employees perform for reasons of economy and efficiency if the contract does not cause the displacement of county employees, the county meets and confers with any organization that represents employees who perform the type of services to be contracted, and the 71-J bidding process is followed. If any county employee is scheduled to be laid off, demoted, or involuntarily transferred to a new qualification, the like position in the 71-J contract and the related dollars for that position must first be eliminated.

B. CONFIDENTIALITY

1. Personally Identifiable Information (PII) is information directly obtained in the course of performing an administrative function on behalf of a welfare program, such as determining eligibility, that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes any information that can be used to search for or identify individuals, or can be used to access their files, such as name, address, social security number, date of birth, driver's license number or identification number. PII may be electronic or on paper.
2. As required by State and Federal laws and regulations, including California Welfare and Institutions Code Section 10850 and Division 19-000 of the State Department of Social Services Manual of Policies and Procedures, Confidentiality, Fraud, Civil Rights and State Hearings, CONTRACTOR is required to safeguard PII and not publish or disclose, use or permit, or cause to be published, disclosed, or used, any PII pertaining to a Proposer or recipient for any purpose not directly connected with the administration of public social services. Access to this PII is restricted to only those staff that needs PII to perform their official duties as specified in this contract.
3. CONTRACTOR must use all reasonable measures to prevent non-authorized personnel and visitors from accessing, controlling, or viewing this PII.
4. CONTRACTOR staff is not to access their own public assistance records, nor the records of friends, family, acquaintances, co-workers, or tenants for any reason.
5. CONTRACTOR agrees to inform all of its employees, agents, subcontractors and partners of the above provisions and that knowing and intentional violation of the provisions of said state law is a misdemeanor.

C. SECURITY

1. CONTRACTOR staff for whom CalWIN accounts or other DHA accounts are requested must be 18 years or older and must first comply with the following: pass a California State Department of Justice security clearance, complete the DHA security training, sign the DHA Staff Statement of Confidentiality (DHA form SC63), and sign the DHA security agreement (DHA form SC1170).
2. CONTRACTOR shall ensure that data containing PII is used and stored in an area that is physically safe from access by unauthorized persons during working hours and non-working hours. Such data must not be removed from the premises except for routine business purposes. Such data shall not be left unattended at any time in vehicles or airplanes and in checked baggage on commercial airplanes.
3. CONTRACTOR shall dispose of paper documents containing PII through confidential means, such as cross cut shredding and pulverizing.

4. CONTRACTOR shall ensure that only the minimum amount of PII is downloaded onto systems, electronic equipment, and media, such as computers, laptops, notebooks, hard drives, flash drives, CDs/DVDs, when absolutely necessary for current business purposes.
5. CONTRACTOR shall ensure that all PII is wiped from systems, electronic equipment, and media when the data is no longer legally required.
6. CONTRACTOR shall ensure that all e-mails that include PII that are sent outside of its e-mail environment are sent via an encrypted method using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution
7. CONTRACTOR shall ensure that all computers, laptops, notebooks, and other systems that process and/or store PII have commercial third-party anti-virus software installed and that such software is updated when new anti-virus definitions or software releases are available.
8. CONTRACTOR shall ensure that all electronic equipment and media, such as computers, laptops, notebooks, hard drives, flash drives, CDs/DVDs, that contain PII are encrypted using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution.

D. IN THE EVENT OF PII INCIDENTS

1. Incidents include actual or suspected intrusion, loss or unauthorized use or disclosure of PII.
2. In the event of an incident, CONTRACTOR shall immediately, no later than within 24 hours, notify the COUNTY by telephone call or e-mail. Telephone 916 875-3610 or e-mail DHA-ISO@saccounty.net. CONTRACTOR shall provide a description of the incident, including date, time, and location; numbers of documents, files, and records; names of all participants affected; description of the PII and its source; type of system, equipment, or media affected; description of how the data was physically stored, contained, or packaged; names of persons involved; probable causes; corrective actions taken or planned; if the incident was reported to law enforcement, the law enforcement report number; and any other details about the incident as requested by COUNTY.
3. In the event of an incident, if requested by COUNTY, CONTRACTOR shall immediately, for the purpose of reviewing compromised PII:
 - Allow COUNTY to access and review the content of CONTRACTOR's systems, equipment, and media affected by the incident.
 - Provide to the COUNTY copies of electronic documents and records containing PII that resided on CONTRACTOR's systems, equipment, or media at the time of the incident.
4. If a breach of security has occurred in the CONTRACTOR's use of PII provided by the COUNTY, the CONTRACTOR is responsible for any and all breach notifications and associated costs to the extent the breach of security was caused in whole or part by the negligence, recklessness or intentional error or omission of Contractor. The means and contents of any breach notifications must first be approved by the COUNTY.

E. REPORTING REQUIREMENTS

The contractor will be required to complete monthly reporting documents to capture required DHA and CDSS information. Information required by State and Federal governments changes rapidly, thus requiring changes in reporting during the contract period. The contractor must have in place a comprehensive management information system and system unit to comply with the changing fiscal and performance reports required. The Successful Proposer will be required to provide timely information on shelter turn away numbers using the procedure and format that will be provided by DHA. The Successful Proposer will be required to enter full required information into the Homeless Management Information System (HMIS) in the prescribed timeframe as dictated by DHA.

F. INFORMATION SYSTEM COMMUNICATION NEEDED BY CONTRACTOR

Both DHA and Proposer will be exchanging information. Proposals must include computer access to allow for sharing of case information while protecting participant confidentiality.

G. EQUIPMENT OWNERSHIP

County shall have and retain ownership and title to all equipment purchased by Proposer under this Agreement. Proposer shall furnish, and amend as necessary, a list of all equipment purchased under this Agreement together with bills of sale and any other documents as may be necessary to show clear title and reasonableness of the purchase price. The equipment list shall specify the quantity, name, description, purchase price, and date of purchase of all equipment. County shall inventory tag all equipment and shall conduct or require Proposer to conduct an annual physical inventory of the equipment. Proposer shall make all equipment available to County during normal business hours for tagging and inventory. Proposer shall deliver the equipment to County upon termination of this Agreement, unless County instructs otherwise or this Agreement is renewed or extended.

H. CHILDREN'S EDUCATIONS RIGHTS

CONTRACTOR shall ensure parents are informed of their children's educational rights. Upon admission to the program, parents shall be provided a brochure approved by Project Teach providing school district liaison contact information. Provision of this brochure will be documented in the case record. CONTRACTOR shall post in public view Project Teach approved posters detailing the educational rights of homeless children. CONTRACTOR shall participate at least quarterly in the Sacramento County Taskforce For the Education of Homeless Children to ensure collaboration with educational providers and assure consideration of the educational needs of children served in the program.

END